



**FREEDOM ENGLISH ACADEMY**  
**COACHING FOR PROFESSIONAL JOBS**

# STM 26

## Orientation of BMs and DBMs - Part 3

**Duration: 2 Days**

v13.7.19.

**Objectives:**

- Participants will learn how to manage resources effectively.
- Participants will learn to appreciate the benefits of teamwork.
- Participants will learn how they can delegate tasks and support their subordinates.
- Participants will ideate how to ensure class continuity.

**Ideal batch size: 16 to 20**

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## Day 2

Time	Objectives	Activity
9:00AM – 11:00AM	Reflection and Introduction	<p><b>Reflection</b> Start the day by welcoming the participants to the 3rd part of the workshop.</p> <p>Ask them to share what challenges they faced when they tried to implement their action plans; what worked well and what didn't. List feedback on the whiteboard. Address the challenges using other participants and members from Operations.</p> <p>Set the objectives of the workshop and tell them that the workshop will prepare them to tackle challenges in their new roles.</p>
11:00AM - 11:15AM	<b>TEA</b>	
11:15AM -1:00PM	How to manage resources effectively	<p><b>Activity 1</b> Divide the class into 4-5 teams. Let them brainstorm and figure out the list of resources they have at the branch (10 min). Provide chart paper to each team and ask them to use info-graphics to present how they can use the identified resources effectively (20 min). Each team gets 5-7 min to present. Q&amp;A for 5-7 min.</p>
1:00PM - 1:45PM	<b>LUNCH</b>	
1:45PM - 4:00PM	What makes a team work?	<p><b>Energizer</b> Divide the class into 4-5 teams and ask them to choose a name for themselves. Each team gets 5 min to come up with a logo. The team with the most interesting logo wins.</p> <p><b>Compare and Contrast</b> Transition by talking about how it's difficult to think/ideate in isolation.</p> <p>Ask them to name a team that they think is successful. It can be any team and not</p>

		<p>necessarily a sports team – like the team of Kapil Sharma Show, a famous on screen pair, a team of politicians, etc. Why is it successful? What are the ingredients of its success?</p> <p>Contrast it with a team that struggles to work together - like poor government departments, traditional teachers and students, etc. If it helps, show them the following video.</p> <p>Video:  <a href="https://www.youtube.com/watch?v=fUXdrl9ch_Q">https://www.youtube.com/watch?v=fUXdrl9ch_Q</a></p> <p><b>Reflect and Relate</b>  Ask them to think about their teams. How good is their team? Connect their assessments with the exercise done in Part 1 of the workshop (Avatars and Model Branch).</p> <p>Allow each DBM/BM pair to share what the qualities of their teams. Does their team work? If not, what is missing? How can we fill that gap?</p> <p><b>Closure</b>  Show them the given video and ask which kind of team players they are and how they can work with different kind of team members.</p> <p>Video:  <a href="https://www.youtube.com/watch?v=O9_EHU5BKnQ">https://www.youtube.com/watch?v=O9_EHU5BKnQ</a></p>
4:00PM – 4:15PM	<b>TEA</b>	
4:15PM – 6:00PM	How to lead a team	<p>Show them the video of the dancing guy.  Ask:</p> <ul style="list-style-type: none"> <li>• What can you learn from the video?</li> <li>• What are some of the qualities of a leader?</li> <li>• What is the importance of the first follower?</li> <li>• How can one start a movement?</li> </ul> <p>Video:  <a href="https://www.youtube.com/watch?v=fW8amMCVAJQ">https://www.youtube.com/watch?v=fW8amMCVAJQ</a></p> <p>Ask them to think and share what kind of leaders they want to be. How do they wish to lead their teams?</p> <p>Share some of the things they are going to learn the next day.</p> <p>End with a reading session.</p>

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9:00AM – 11:00AM	Art of delegation	<p>Start the day by recapping whatever was discussed the previous day and then play the given video.</p> <p>Video:  <a href="https://www.youtube.com/watch?v=kKMfJReTOWU">https://www.youtube.com/watch?v=kKMfJReTOWU</a></p> <p>Discuss the following:</p> <ul style="list-style-type: none"> <li>• Why do some people shy away from delegating?</li> <li>• What are the benefits of delegating?</li> <li>• What challenges do we face when delegating?</li> </ul> <p>Next, conduct a debate. Ask whether delegation is a science or an art? Give each team 5-10 min to prepare their arguments before starting the debate.</p> <p>Form 4-5 groups. Give each group a list of tasks (from Appendix). Let them brainstorm how they can delegate the tasks (15 min). Tell them that there's going to be a role play afterwards.</p> <p>Connections:  Knowing the strengths and weaknesses of peers is a pre-requisite. Connect this activity with the SWOT activity done in Part 1 of the workshop.</p>
11:00AM - 11:15AM	<b>TEA</b>	
11:15AM - 1:00PM	Practice delegation  Scaffolding and supporting	Each team presents the role play (5 min). Encourage the audience to ask questions and discuss ways to improve the way tasks are delegated. <p>After the role play discuss:  The concept of high expectations and high support and how it helps people grow.  How to overcome the challenges faced when delegating.</p> Introduce Emotional Intelligence using the given video and discuss how it impacts the quality of support.

		<p>Video:  <a href="https://www.youtube.com/watch?v=LgUCyWhJf6s">https://www.youtube.com/watch?v=LgUCyWhJf6s</a></p>
1:00PM – 1:45PM	<b>LUNCH</b>	
1:45PM – 4:00PM	<p>Practice giving support</p> <p>How to ensure class continuity</p>	<p>Ask them to go back to their teams and prepare a role play that includes the following:</p> <ul style="list-style-type: none"> <li>• What does support look, feel and sound like?</li> <li>• How does support impact work and its outcome?</li> <li>• What challenges do we face when we support someone? How can we tackle these challenges?</li> </ul> <p>Make new teams and ask them to hold PLCs. Ensure that they include the following in their PLCs:</p> <ul style="list-style-type: none"> <li>• Taking ownership of class continuity</li> <li>• The challenges faced and how we can tackle them</li> <li>• How to manage volunteers and substitutes</li> </ul> <p>After each PLC, let the group ideate and find solutions that work for them.</p>
4:00PM – 4:15PM	<b>TEA</b>	
4:15PM – 6:00PM	Action Plans	<p>Provide A4 sheets and let them prepare action plans on how they are going to implement what they learnt from the workshop.</p> <p>Peer review to follow. Give them time to edit their plans after the peer review.</p> <p>If time permits, conduct a book discussion.</p>

# Appendix

## **Tasks to be delegated:**

1. Maintenance of IT resources
2. Management of stationery
3. Managing documents and welcome kit
4. Collating the data related to training requirements

## **Useful Resources for the trainer**

<https://www.sandler.com/blog/6-benefits-of-teamwork-in-the-workplace#>

<https://www.inc.com/jayson-demers/7-strategies-to-delegate-better-and-get-more-done.html>