

# Performance Coaching Programme



## Level 1

## Front-Line Coaching Course

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Version

Rev01

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## 1. Executive Summary

Relentless Pursuit of Perfection Ltd (rp<sup>2</sup> for short) provides wellsite and office performance coaching services to the Global Oil & Gas industry.

We have developed a training package for our personnel to assure they deliver the highest standards of service. Our performance programme is called 'Living the Limit'.

We have decided to open up access to the rest of the industry on a commercial basis.

## 2. What you will learn

- Fundamentals of performance
  - Creating an Enabling Environment
  - Beyond NPT
  - Introduction to Measurement and Variance Analysis
  - Presenting results (great graphs)
  - Understanding lessons learnt and capturing knowledge
  - The 'Virtuous Cycles' of Plan-Do-Measure-Learn and Awaken-Enable-Perform-Perfect
- How it ties in with safety
- Hard Coaching skills
  - Facilitation of key meetings including DWOPs, Pre-Phase Meetings and AARs
- Soft Coaching Skills
  - Motivation Theory
  - Positive Reinforcement
  - Coaching model

At the end of the course, delegates will be given a short assessment after which they will be awarded a certificate. They will be provided with a soft-copy of the course material.

## 3. Who should attend

In addition to our coaches, this course will benefit the following Oil Company, Drilling Contractor and Service Company personnel:

- Potential coaches
- New intake - immediate insight into this value-adding methodology
- Experienced personnel - to gain better understanding of performance
  - Office based personnel - understanding of how support to the front-line team
  - Front-line personnel - understanding of how to overcome stagnant mindsets

Ideally, companies would send a cross-section of their personnel on this course. Courses can be tailored to client needs should one company wish to focus on particular areas, in which case it is recommended to add an extra day to craft performance systems particular to your needs.



#### 4. Why non-coaches should attend.

Many misconceptions swirl around the area of performance improvement. When you hear that the human development field is moving to more of a performance focus, it is only natural to question the permanence of this focus shift.

Rising commodity prices and rig day rates have increased focus on improving drilling efficiency. Anything that improves drilling performance and safety can help reduce costs and risk. If your organisation has already decided that you're going to be more focused on a performance and intend to do it internally or hire performance consultants, this is an area that is crucial for you to understand.

By attending our course you will increase your awareness of how improving performance will allow you to do your work more effectively, gain a better sense of how to partner to get Performance Improvement implemented while creating sustainable process for tangible results in performance improvement.

#### 5. Agenda - subject to change

The agenda below is based on our internal programme that prepares individuals for a wellsite coaching position on one of our client's rigs.

Delegates will be expected to have prepared for the training session by reading the pre-read material and conducting the exercise(s) that will be sent out approximately 5 days before hand.

Pre-reading will take 4 hours and the exercise(s) will take 2 hours.

##### 5.1. Day One

	Topic	Learning Outcomes
Morning	rp <sup>2</sup> Perspective	Latest thinking
	Introduction to Living the Limit	What's different about this approach A few key concepts
	The Enabling Environment	What matters to teams
	The Role of the Coach	How the coach makes a difference
Afternoon	Introduction to Measurement & Variance Analysis	Why we need to measure What we need to measure How best to measure How best to show the results
	Case Practice	Put the day's learning into practice
	Motivation Model - Positive Reinforcement	Bringing out the best in teams
	Homework Assignment	-



### 5.2. Day Two

	Topic	Learning Outcomes
Morning	Introduction to Plan-Do-Measure-Learn	Understand the process and meetings. The 'hard skills'
	Review Assignment	-
	Lessons Learnt Process After Action Reviews (AAR)	Ensuring lessons are identified and re-invested Drawing out lessons from others
Afternoon	Planning Process DWOPs Pre-Phase Meetings	Maximising input from the extended team Developing Action Plans
	Facilitation Skills	Practical skills
	Introduction to Situational Leadership	Developing personnel
	Homework Assignment	-

### 5.3. Day Three

	Topic	Learning Outcomes
Morning	Coaching Practice - using the tools	Coming up with the deliverables
	Coaching Practice - motivating others	Handling tricky situations
Afternoon	Documentation - keeping track	Checklists Score-cards Lesson learnt database Newsletters
		Practical skills
	Motivation Model - Positive Reinforcement	Bringing out the best in teams
	Personal Action Plan	-



**5.1. Day Four (Administration Fundamentals) - rp<sup>2</sup> coaches only**

	Topic	Learning Outcomes
Morning	Using the Logistics Lookahead	Using the Lookahead
	The SPREAD Coaches Corner Dropbox and equivalent	Access to Online Resources
	Advanced use of Excel for tracking performance	Build confidence
Afternoon	Rig Activity Videos	Camera skills Editing skills
	Powerpoint	Practical skills