



**Design^{at}
Business**

COACH CAMP

IN CO-OPERATION WITH THE TELEKOM DESIGN ACADEMY

JUNE 20TH — 22ND, 2017

THE IDEA

AS A DESIGN THINKING COACH, you play a crucial role in doing and implementing Design Thinking within large organisations. You are (or should be?) method expert, motivator, moderator, facilitator, project manager and team coach and acts often as role model for a more design and human centered working approach.

As we know it from other business or personal coaching approaches, an ongoing reflection and supervision with others about your work is important to continuously develop your own coaching skills and mindset further.

The Design at Business coach camp is therefore offered to active Design Thinking coaches and facilitators. Goal of the training is to actively practice the coaching and facilitation skills by doing it and by having enough time to reflect the own work with the other participants.

In addition to this, there will be enough time for networking and learning from each other through best practices, tips and tricks and personal learnings around coaching and facilitation of Design Thinking formats and teams.



THE HOSTS AND MODERATORS

Together with the Telekom product-teams and the management, the Telekom Design Academy is working on shaping the best customer experience in the industry. Design Thinking supports this process. The people-oriented innovative approach holds a broad spectrum of methods and tools that can be integrated into familiar processes. The Design Academy helps to implement this successfully.



A big thank you to Philipp Thesen und Reza Moussavian from the Design Academy for the invitation and for being our hosts for the three days.



Sabine (Sabine.Muth@erstebank.at) and Jochen (jochen.guertler@sap.com) will guide you through the three days.

IT ALWAYS STARTS WITH THE PEOPLE

GETTING TO KNOW EACH OTHER

What is the motivation for your partner to be part of the coach camp and what are his/her expectations?

What are the special skills and biggest challenges of your partner when working as coach?

How does the ideal summer day for your partner looks like?

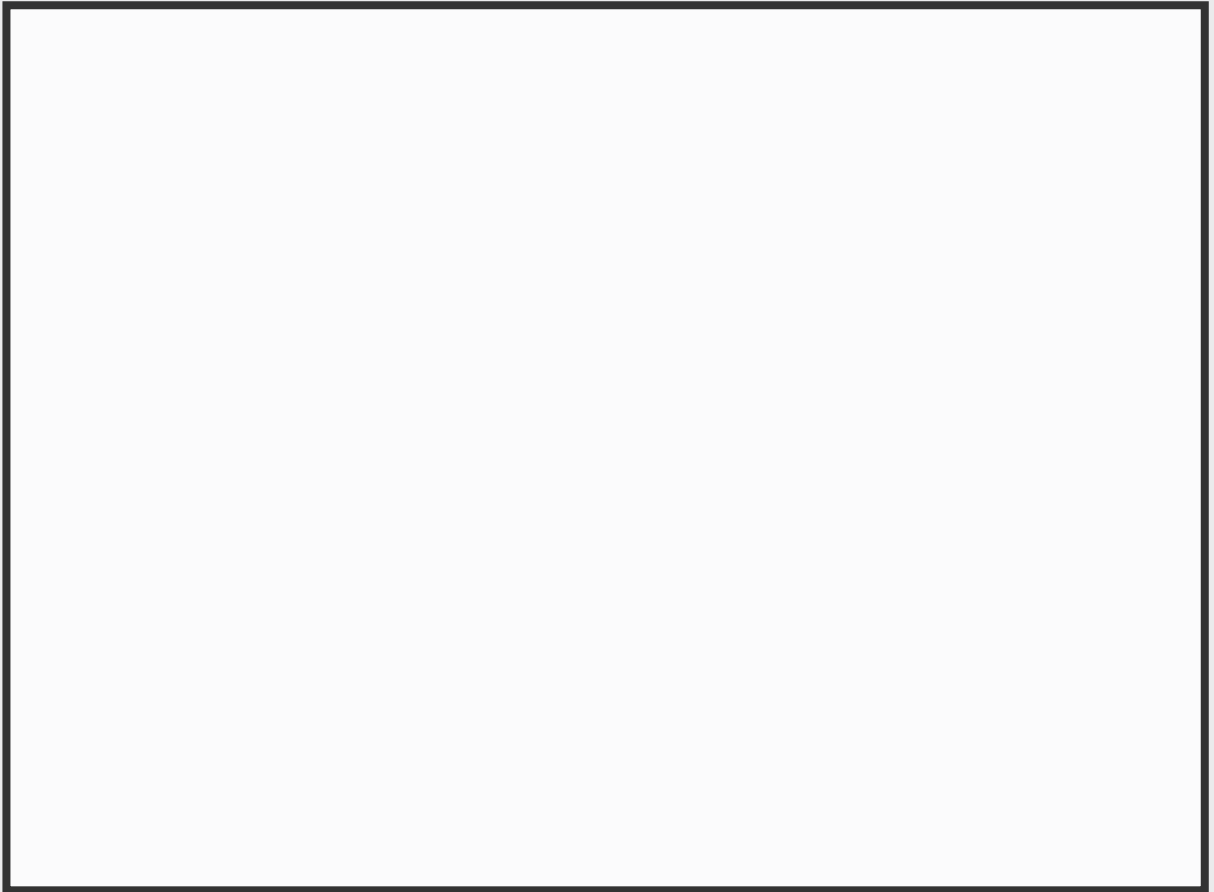
Something your partner is proud of at the moment?

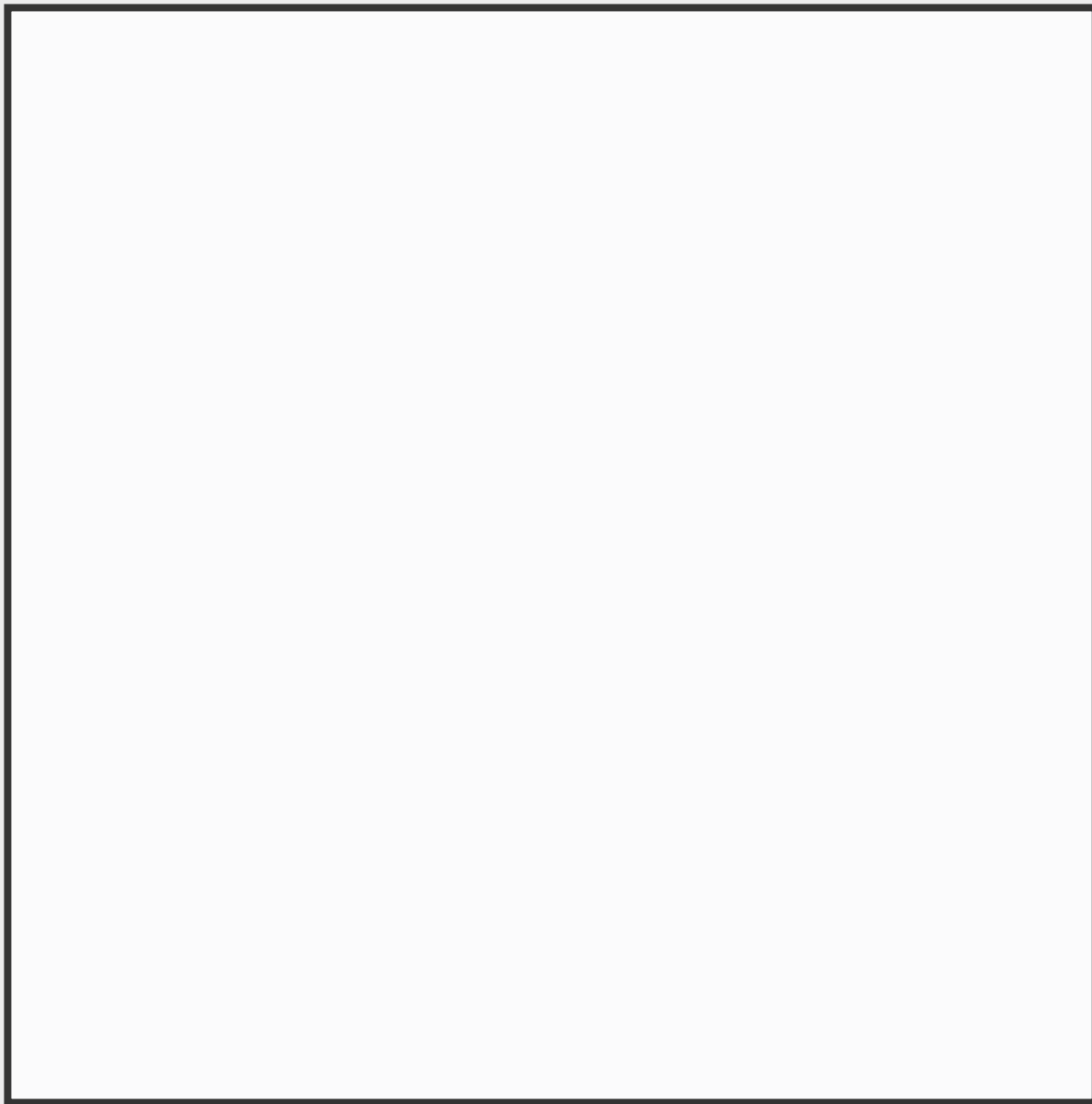
An upcoming challenge for your partner?

Why is it good, that your partner is here?

YOUR LEARNINGS, THOUGHTS, QUESTIONS

WHAT I WANT TO KEEP IN MIND

A large, empty rectangular box with a black border, occupying the lower half of the page. It is intended for the user to write their learnings, thoughts, and questions.



COACH'S-GUIDE-TO COACHING DEBRIEF

In your team, ask the lead coach after the session

- ☐ How did the coaching experience feel overall?
- ☐ What should you apply more and why?
- ☐ What new coaching skills could you learn in addition?



This is the time for the lead coach to talk, the others listen, but do not comment or discuss!

Then take turns and let everyone give feedback:

- ☐ What was your overall experience while being coached? What should the coach keep?
- ☐ What should the coach apply more and why?
- ☐ What new coaching skills could the coach look at in addition?



This is the time for the lead coach to listen. Feedback is a rare and precious gift, that you take and appreciate. You can ask for clarification, but no discussion or justification is required. Keep feedback rules in mind.

COACHING REFLECTION

Session:

Your Role:

How did the session feel overall for you?

What worked well?

What would you change the next time?

Your key learning from this session

Open questions after the session

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A SHORT LOOK BACK

REFLECTION OF DAY 1

How, when and where did you positively surprise yourself today?

What was your biggest challenge today and how did you overcome it?

My plan for tomorrow

Looking back to day 1 I feel like ...

Be visual



3 things I learned today

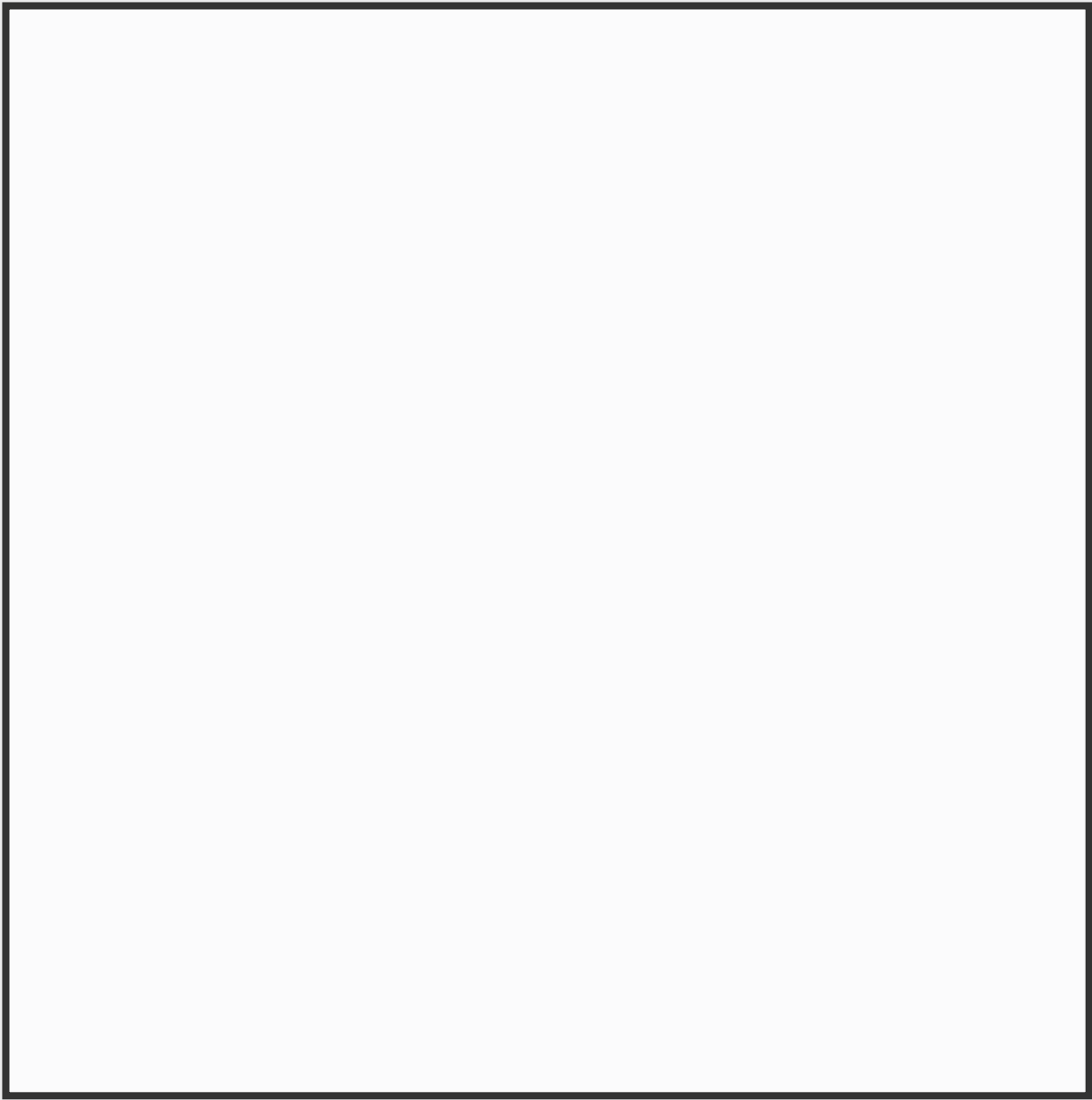
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Open questions after the session

A SHORT LOOK BACK

REFLECTION OF DAY 2

How, when and where did you positively surprise yourself today?

What was your biggest challenge today and how did you overcome it?

My plan for tomorrow

Looking back to day 2 I feel like ...

Be visual



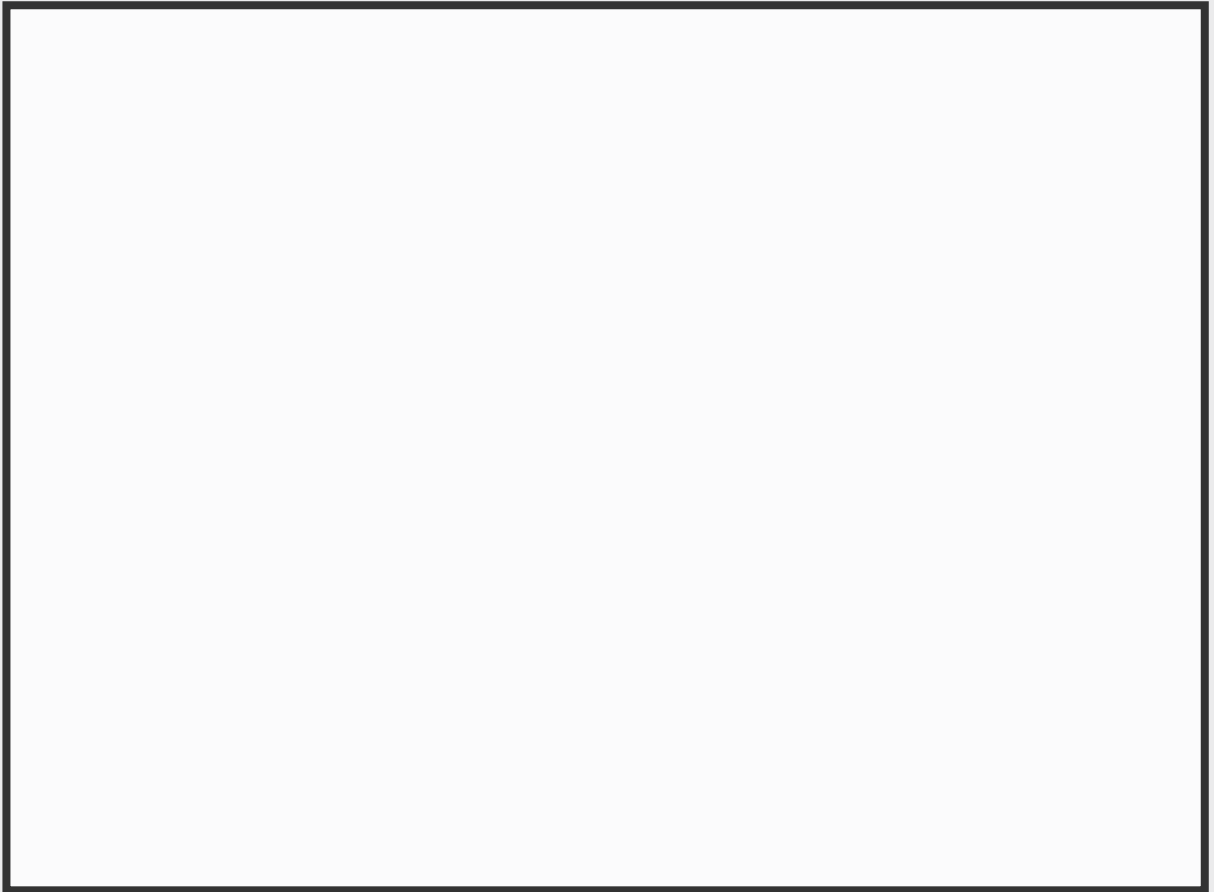
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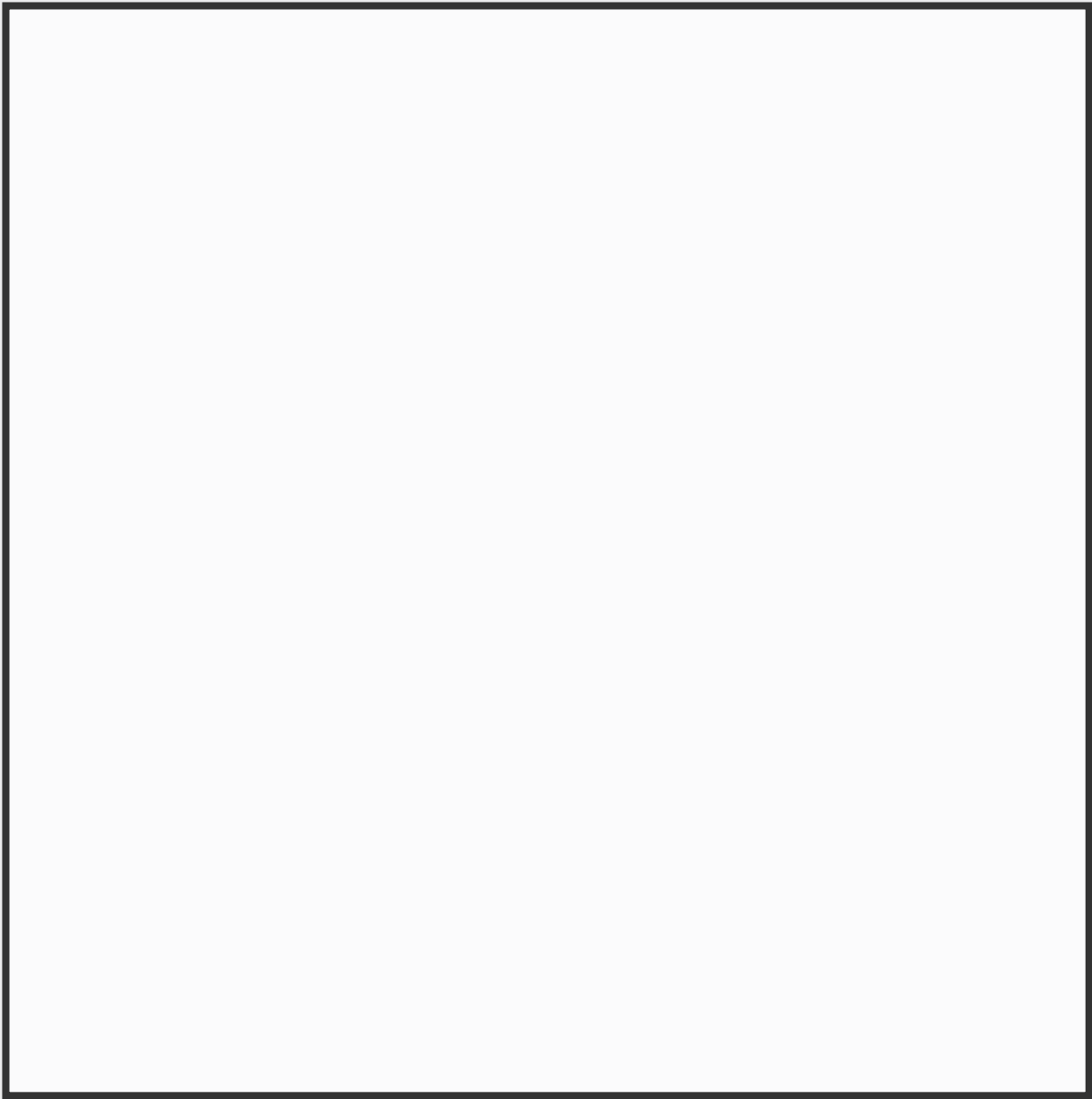
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SUMMARIZE IT

YOUR PITCH

What did you learn in the last three days?

What the hell is Design Thinking?

And why do we need coaches for it?

A LOOK INTO THE FUTURE

YOUR LEARNING PLAN

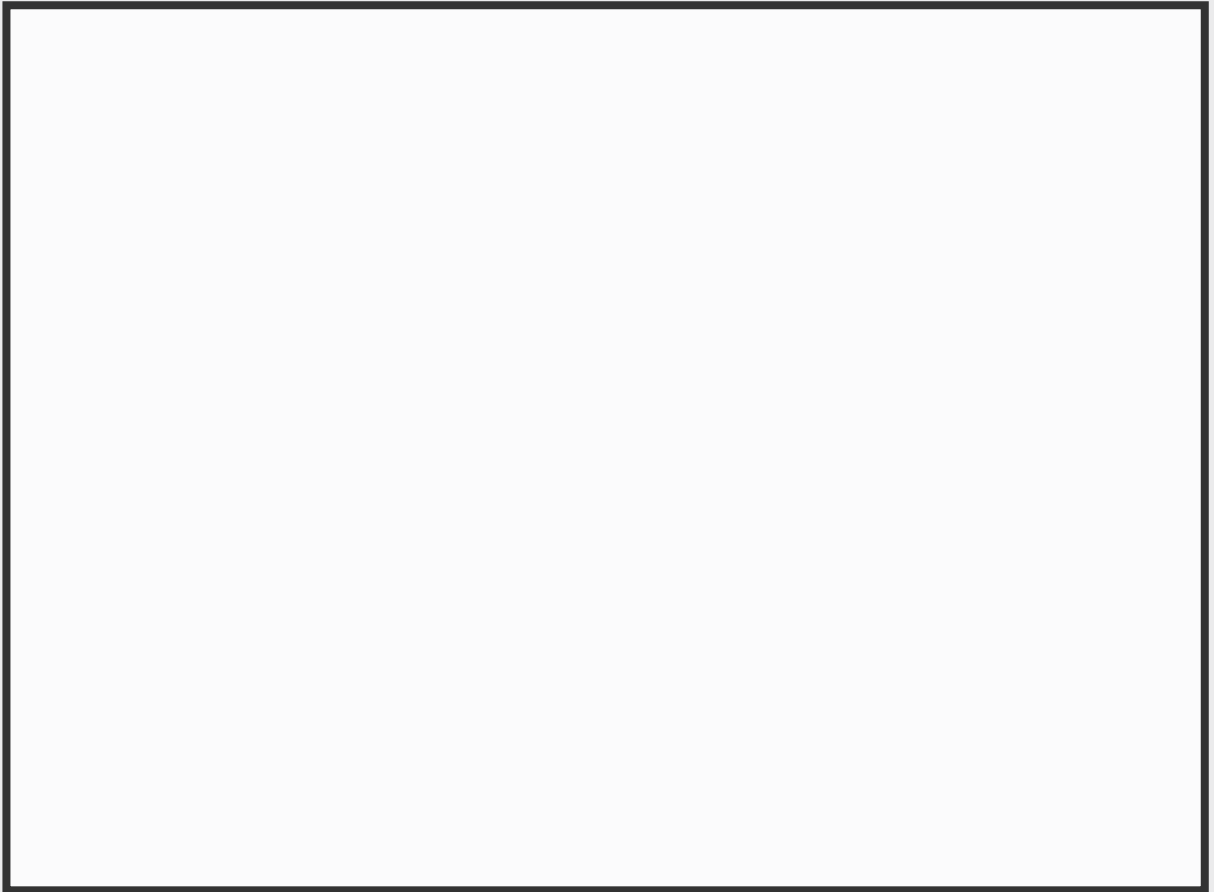
What will you do in the future to continue your Design Thinking journey? And do not forget: it will not happen without you!

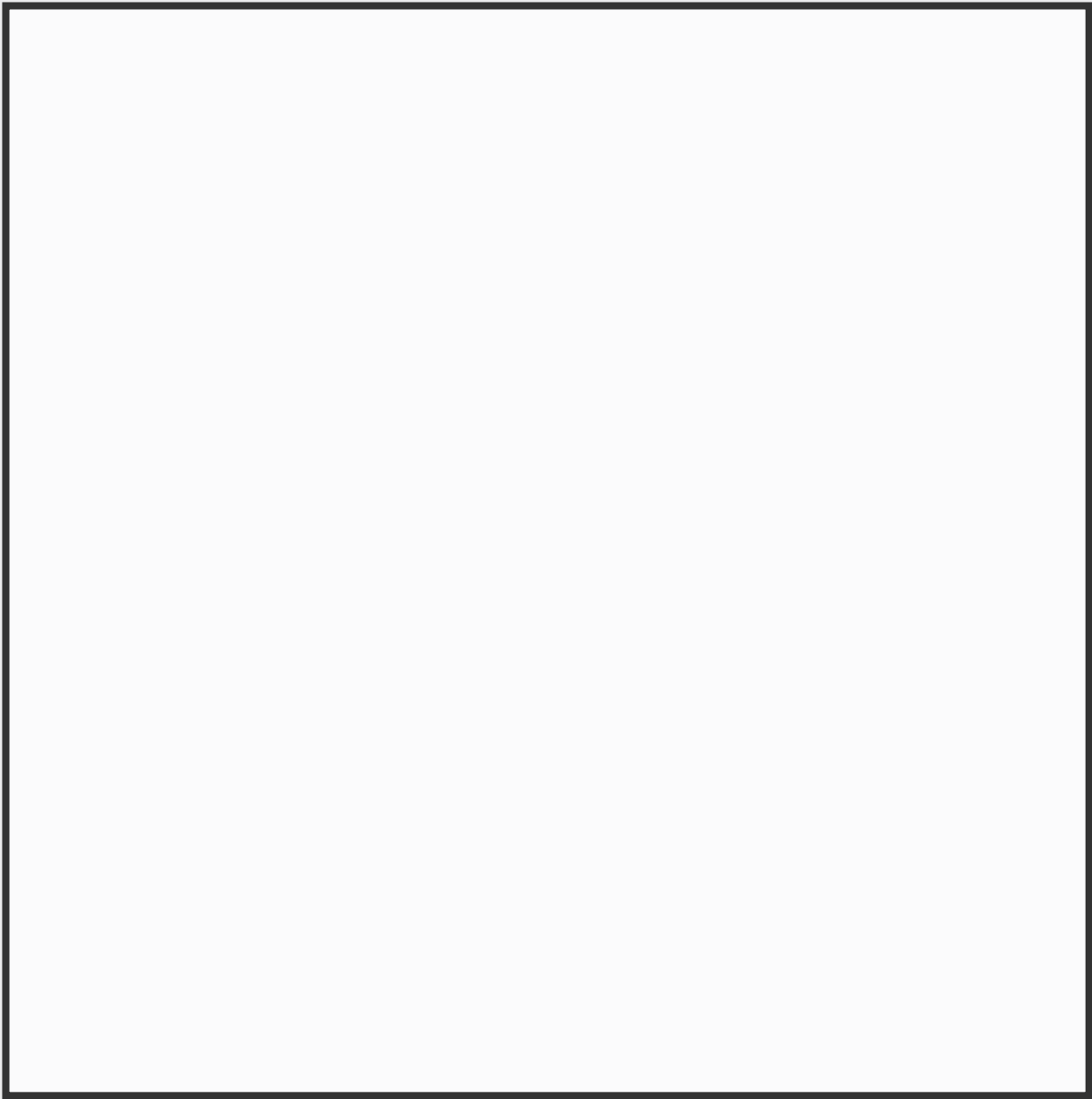
Your plans for the next 4 weeks. WHO will help you? WHO do you need you for it?

Your plans for the next 3 month. WHO will help you? WHO do you need you for it?

YOUR LEARNINGS, THOUGHTS, QUESTIONS

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