



# OJC Handbook

**Instructor Support  
Instructor Services Division**



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# OJC Preparation

**My OJC Date:** \_\_\_\_\_

**My OJC Time:** \_\_\_\_\_

Please have completed the following before arriving at the Learning Studio:

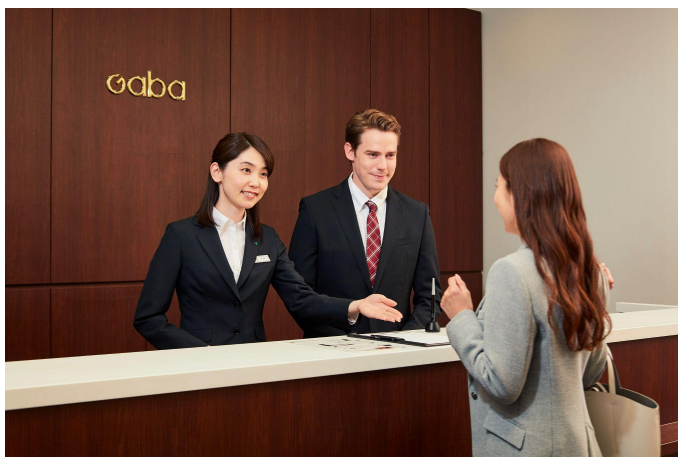
- The **Goals & Expectations** section of this handbook

Please ensure you bring the following when attending OJC:

- OJC handbook (this document) and Initial Certification handbook
- 'All About Me' form
- Copies of any documents previously requested from you which you had been unable to provide\*

*\* Failure to submit all of the required documents (copies of visas, residence card, work permit, etc.) may delay the opening of your schedule.*

**Please adhere to the LS dress code guidelines (business attire) when in the LS.**



# On-the-Job Certification

## Welcome to the Learning Studio!

This is the final step before you meet the clients and begin teaching.

Together with your Instructor Support Manager you will cover three essential parts in the OJC to ensure a smooth and successful start.

<b>Time</b>	<b>OJC Part 1: Introduction &amp; LS Culture</b>
60 minutes	<ul style="list-style-type: none"><li>▪ Introduction to LS and staff</li><li>▪ Profile Review</li><li>▪ Overview of LS Rules &amp; Regulations</li><li>▪ LS Culture</li></ul>

<b>Time</b>	<b>OJC Part 2: Practice Lesson</b>
60 minutes	<ul style="list-style-type: none"><li>▪ Prepare for lesson</li><li>▪ Conduct a practice lesson with Japanese LS staff</li><li>▪ Lesson feedback with ISM</li></ul>

<b>Time</b>	<b>OJC Part 3: Troubleshooting and Scheduling</b>
40 minutes	<ul style="list-style-type: none"><li>▪ Troubleshooting Tips</li><li>▪ LPA</li><li>▪ LS schedule explanation</li><li>▪ Schedule input and feedback</li></ul>

# OJC Part 1: Introduction & LS Culture

## Objective:

In this session, the ISM will help the instructor familiarize themselves with the LS and check their understanding of the Rules and Regulations.

## Instructions:

Go over the points with your ISM; familiarize yourself with the LS and the Rules and Regulations.

## Introduction

- I can find the Pickup Point (lesson paper, Gaba kids materials, postcards, etc.)
- I can identify the LS team (IM, ISM, LSM, counselors)
- I can identify instructors to ask for teaching advice
- I can find the restroom, staff room, emergency exits, fire extinguishers, and map to RV point (Your ISM will hand you a copy of the Disaster Preparedness sheet)
- I can find the RAL log and have a clear understanding of the Activities List

## Rules and Regulations

- I can find the Master Services Contract on the Gabaweb
- I can find the Instructor Policy page on GabaWeb, including the Diversity Policy and the Inappropriate Behavior Instructor Policy
- I can explain the temperature self-check guidelines and flow
- I can explain the dress-code guidelines
- I can explain why I can't go behind the reception desk
- I can explain the location of the smoking area
- I can explain the importance of booth cleanliness

## Profile Review

- Time to publish your Instructor Profile!

## **LS Culture Tips**

Good communication with the counseling team will affect an instructor's reputation positively.

### **Instructors are encouraged to...**

- Greet counselors when arriving at, or leaving, the LS
- Know when counselors are busy
- Avoid sharing personal client information in front of other clients
- Be aware of counselors' English level
- Approach IS staff about scheduling and follow the appropriate communication flow
- Discuss client concerns or issues with IS staff first

### **Basic behavioral tips in the Japanese service industry**

- First impressions are important (greetings)
- Be aware of your and the client's body language/facial expressions
- Professionalism and cleanliness in the booth
- Avoid asking too many personal questions
- An apology can go a long way

# OJC Part 2: Practice Lesson

## Practice Lesson Preparation

In this session, your ISM will help you prepare for your first lesson in the LS. It will mainly cover Gabaweb navigation and textbook preparation.

### Can-do statements for **in-person** lesson preparation:

- I can find my lessons scheduled for the day
- I can find info on the client's background and lesson preferences
- I can find the client's previous lesson and where to continue from
- I can find the client's previous/preferred instructors
- I can identify possible vocabulary and phrases that may be new to the client
- I can identify when to introduce alternative expressions and vocabulary
- I can identify where to expand from the text and customize possible activities and Applications
- I can confidently explain and teach the Review units (Units 10 and 20)
- I can identify whether my lesson is online or in-person and prepare accordingly

### Additional Can-do statements for **online** lesson preparation:

- I can access the online lesson booth
- I can configure the conferencing equipment (webcam/headset)
- I can check with the client to confirm the audio and video connection are smooth
- I can open and use the chat function to communicate with the client effectively
- I can locate and am aware of the basic online troubleshooting tips

## Practice Lesson Feedback

In this session, your ISM will give you feedback about the demo lesson you conducted. This will be followed by a discussion with regards to teaching techniques based on the Can-do statements below.

### People Skills

- Can lead the lesson effectively
- Can build rapport with the Client
- Can maintain a professional and appropriate demeanor

### Lesson Management

- Can provide a clear focus and check the direction of the lesson
- Can manage the lesson time appropriately
- Can structure the lesson according to the Gaba Lesson Flow
- Can transition clearly and understandably between lesson stages
- Can use lesson paper effectively to support the Client

### Talk Time

- Can control Instructor Talk Time when explaining or discussing
- Can facilitate Client Talk Time by asking follow-up questions

### Customization

- Can customize the lesson to the Client's goals and interests, including a tailored role-play
- Can adjust the lesson atmosphere according to the Client's personality and expectations

## **Level Awareness**

- Can speak at a speed the Client can understand and engage with
- Can conduct the lesson using level appropriate words and phrases

## **Introducing New Language**

- Can introduce and teach new language using a variety of methods
- Can ensure the Client can use new language independently

## **Correction & Confirmation**

- Can recognize and indicate the Client's mistakes
- Can correct the Client's mistakes using appropriate methods
- Can ensure the Client applies corrections appropriately

## **Lesson Feedback**

- Can give effective feedback and use the Strengths and Areas to Improve to give study advice
- Can interact with the Client to complete the Lesson Feedback by the end of the lesson

# OJC Part 3: Troubleshooting & Scheduling

## Troubleshooting Tips & LPA

### Objective

In this session, the ISM will discuss what to do if something unexpected occurs during a lesson, the procedure for LPAs and finally check and publish your instructor profile.

### Instructions

This section is open to any questions or concerns you might have about how to deal with unexpected IT issues, what to do if there is no lesson record from the previous lesson or if the client has a special request.

### Troubleshooting Tips

- I know what to do when the IT system fails.
- I know what to do if there is no record of the previous lesson.
- I know what to do if the next lesson says LPA but I'm not LPA certified.
- I know what to do if the next lesson unit says "Other"
- I know where to find the Online Troubleshooting Guide for Instructors on the Gabaweb

### LPA

- I can explain the purpose of the LPA
- I can remember what not to say prior to, and after, the LPA

# LS Scheduling

In this session the IS member conducting the OJC and the instructor will discuss the key points of the LS scheduling rules and scheduling pattern. This will be followed by a submission of the instructor's first schedule.

## Scheduling Rules

- I can read and comprehend the Fixed Order Sheet
- I can understand the rules of lesson closures
- I can explain when the monthly schedule submission deadline is
- I can understand the lesson-swapping rules

## Scheduling Overview

- I can identify the peak times and LS specific demands
- I can identify the advantages of various schedule patterns and consistency
- I can identify the purpose of the LS codes
- I can comprehend scheduling issues
- I can comprehend the importance of refreshing the schedule view frequently

## Booking Tab Overview

- I can submit lessons for home LS
- I can identify issues that prevent instructors from submitting schedules online
- I can navigate the Instructor Schedule tab

## How to Maintain and Increase Your Lesson Bookings!

- Write postcards to your clients with personalized messages
- Assign clients homework and offer to correct it in your next lesson together
- Greet the clients in the waiting area when you come into the LS
- Keep your schedule consistent and avoid changing it too often so clients can find you easily

Go the extra mile!



# Goals & Expectations

In order to help you get off to a smooth start as a Gaba instructor, we ask that you complete the information below to help the ISM understand your expectations, goals, and priorities. This information will play an important role in your development and care at Gaba.

## Priorities

My top 3 priorities in life right now are...

1. ....
2. ....
3. ....

Other commitments I have at the moment are... *(please be as detailed as possible)*

- ▶ .....
- ▶ .....
- ▶ .....

## Goals & Expectations

I am interested in...

- Gaba's belting system
- Developmental Workshops
- myCert
- Gaba kids
- Group lessons (Corporate Off-site / Seminars)
- First Lessons
- First Meetings
- LPAs

Please check the level of importance for the following:

	Very important	Somewhat important	Not important
Schedule flexibility			
Minimizing downtime (unbooked lessons)			
Teaching business and corporate clients			
Interaction with other instructors and staff			
Support and feedback on performance			
Opportunities for professional growth*			

\*Select the professional areas you are interested in:

- Sales
- Instructor Support
- Academic Development
- Certification
- Recruiting
- Marketing
- Information Technology

I intend to stay with Gaba Corporation for...

- 6 months or less
- 6 - 12 months
- At least 1 year
- 1 - 2 years
- 2 years or more

## Gaba Instructor Support Phone Numbers

<p><b>IM:</b> Barnaby Algar (070-3835-2809) <b>Shinjuku West:</b> Jimena del Rio (080-8678-3678) <b>Seijo:</b> Emily Gill (090-4855-1146) <b>Kichijoji:</b> Dragana Tintor (080-8678-3673) <b>Tachikawa:</b> Kristopher Gutierrez (080-8678-3675)</p> <p><b>IAM:</b> Miwa O'Brien (080-8678-3680) <b>Ginza:</b> Paul Richards (080-8678-3686) <b>Otemachi:</b> Todd Lau (080-8678-3697) <b>Funabashi:</b> Guy Trueman (080-8678-3679) <b>Shinagawa:</b> Niqi Chasseaud (070-4422-1410) <b>Kagurazaka:</b> Miwa O'Brien (080-8678-3680)</p> <p><b>IAM:</b> Wendell Miller (080-8678-3687) <b>Ikebukuro:</b> Trisha Pagador (080-8678-3696) <b>Kita Senju:</b> Wendell Miller (080-8678-3687) <b>Akihabara:</b> Jean-Yves Lefebvre (080-8678-3693) <b>Omiya:</b> Matt Goins (080-8678-3698) <b>Kashiwa:</b> Doug Chiwocha (090-7843-4375)</p> <p><b>IM:</b> Glenn Godsey (080-3584-4184) <b>Shibuya:</b> Simon Tysnicki (080-8678-3692) <b>Ebisu:</b> Myles Brunner (080-8678-3671) <b>Futakotamagawa:</b> Shaun Casagrande (080-8678-3688) <b>Jiyugaoka:</b> Jeremy Hilborn (080-8678-3689) <b>Sangenjaya:</b> Jack Hitchcox (080-8678-3695)</p>	<p><b>IM:</b> James Phillips (090-6487-4961) <b>Yokohama:</b> Matt Buzek (080-8678-3700) <b>Machida:</b> Tommie Ducker (090-3384-0185) <b>Musashi Kosugi:</b> Gregory Williams (080-8678-3682) <b>Kawasaki:</b> Zack Rast (090-3250-7292) <b>Fujisawa:</b> Bella Millar (080-8678-3694)</p> <p><b>IM:</b> Dan Tinsley (090-8331-1613) <b>Umeda:</b> Mook Ishimura (080-8039-5350) <b>Hankyu Umeda:</b> Andy Marsh (080-8678-3702) <b>Kobe:</b> Kevin Chan <b>Kyoto:</b> Sachiyo Matsunaga (080-8678-3703) <b>Namba:</b> Dan Tinsley (090-8331-1613)</p> <p><b>IM:</b> Bennett Howard (080-8678-3690) <b>Nagoya:</b> Bennett Howard (080-8678-3690) <b>Sakae:</b> Joseph O'Brien (080-8678-3704)</p>
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Priority on who to contact is as follows:

1. ISM phone of the relevant LS
2. Your home LS ISM phone
3. IM
4. In case of time-sensitive emergencies, and only if it is not possible to reach any of the numbers above, call the relevant LS



Gaba Corporation

[www.gaba.co.jp](http://www.gaba.co.jp)

*Helping people achieve their most audacious life goals.*