



# FM A Follow-up Certification

Instructor Certification

Service Quality Department

Instructor Services Division



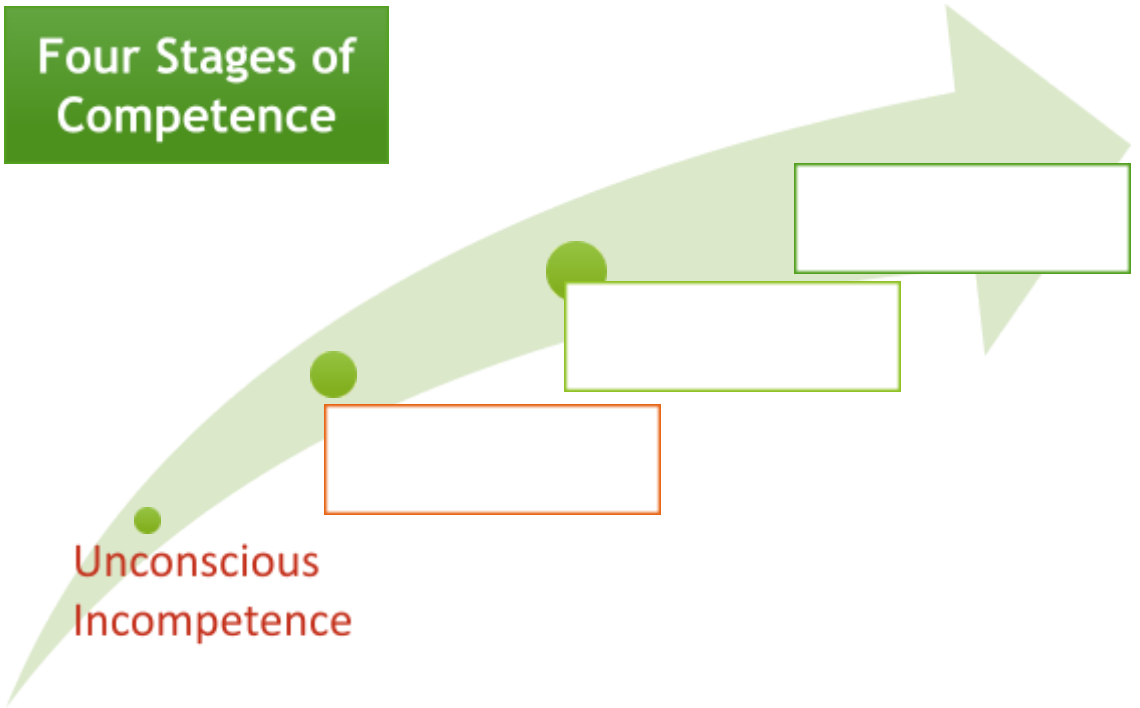


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# Ice Breaker Activity

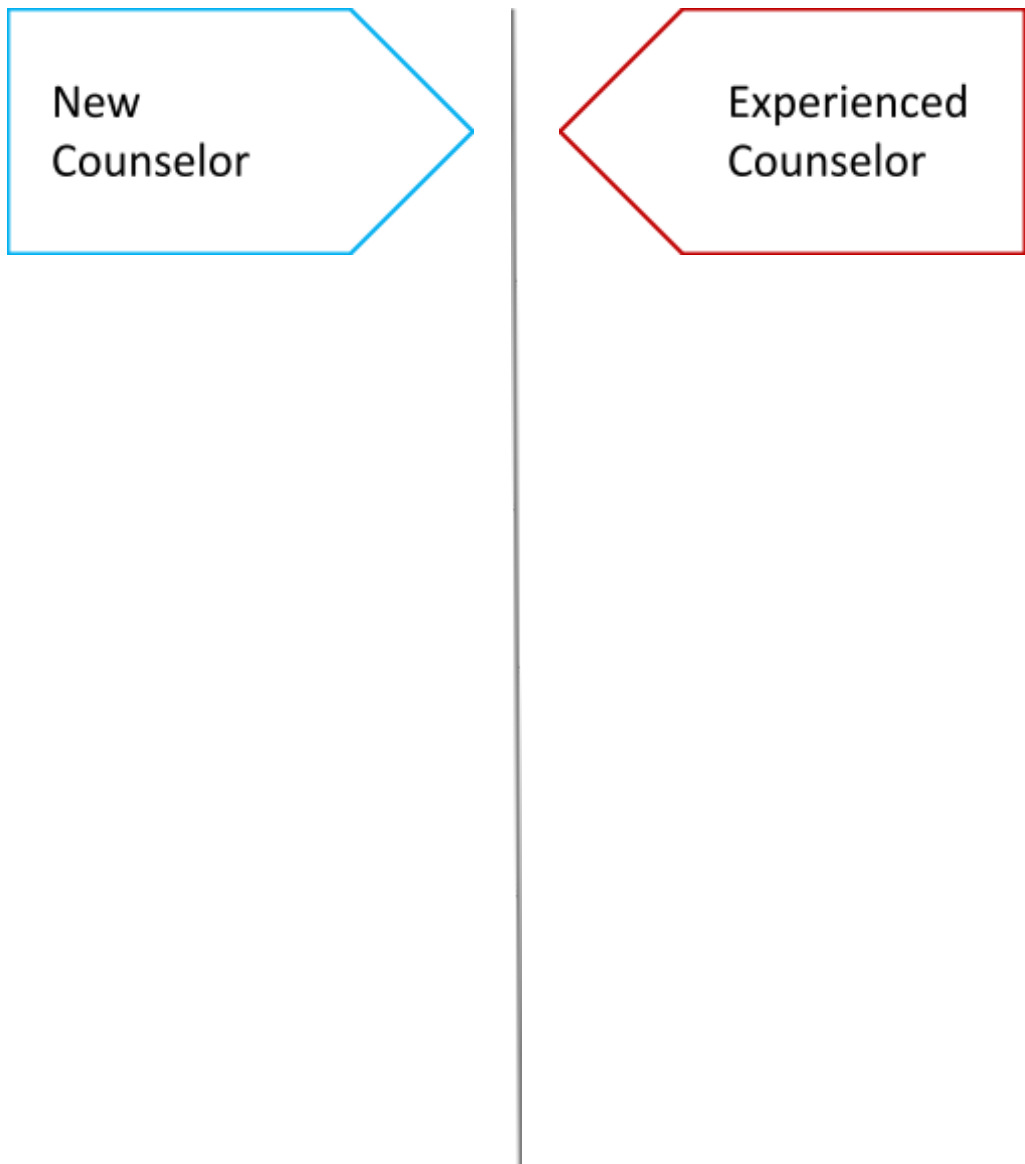
## Four Stages of Competence



My Skill	
Competence Level	
My Partner's Skill	
Competence Level	

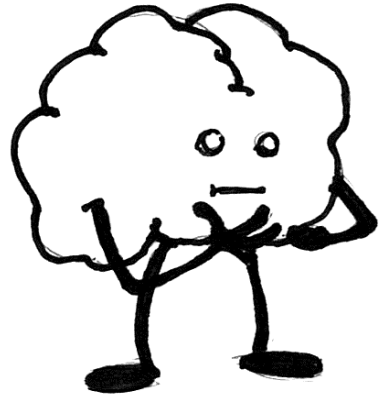
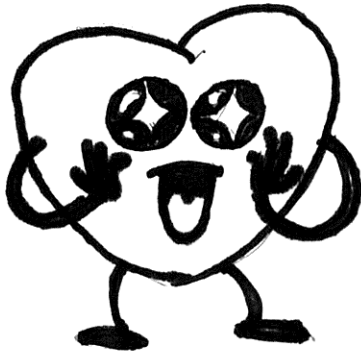
# Teamwork

Building a bond with your counseling team is a key to FM success. What advantages and disadvantages have you found in working with new and experienced counselors?



# Rapport

List techniques that have helped you build rapport with your clients? Are they more **emotional**? Or **intellectual**?



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<input type="checkbox"/>	_____	<input type="checkbox"/>

# Defining Goals

Ask the right questions to get the insight you need

Restate

Define

Add /  
Expand

Prioritize

# Advanced Questions

*Advanced questions:*

- *Emotions*
- *Skill Set*
- *Opportunity*
- *Leading*
- *Timeframe*

# Life Map

Meet Mirei: let's help her build a *life map* with the skills we can help her develop

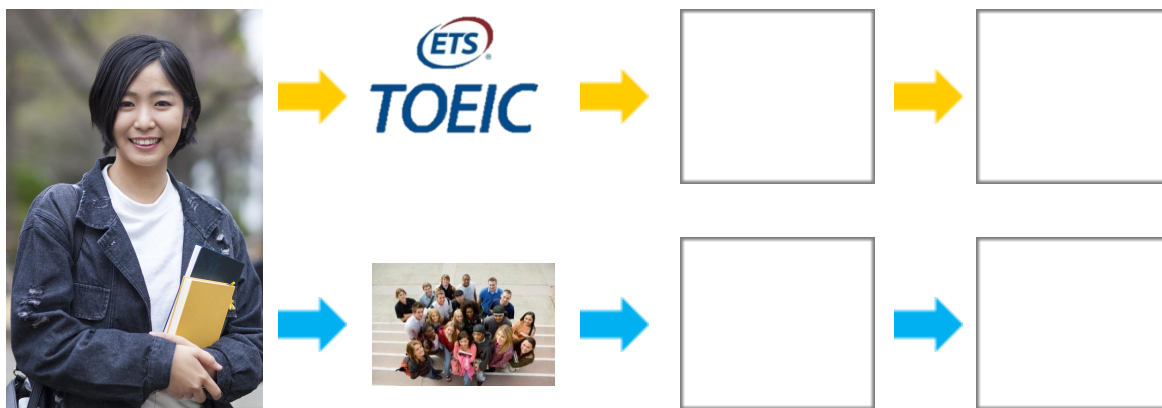
**Name:** Mirei Sawada

**Occupation:** University student, second year

**Current level:** Beginner

**English Experience:** Homestay in Vancouver (one month)

**Goal:** Future career, unsure on specifics



# Impressive Lesson Flow

Let's choose a unit and create a flow for Mirei's lesson with customization in mind:

**Name:** Mirei Sawada (Page 9)

**Learning Materials:** Business Advantage or Snapshots New

**Level:**  1  2  3  4

**Goals:**

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**Unit:**

**Picture Speculation:**

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**Practice Activity:**

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**Application/Role-play:**

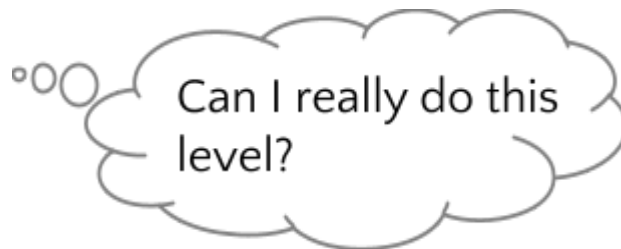
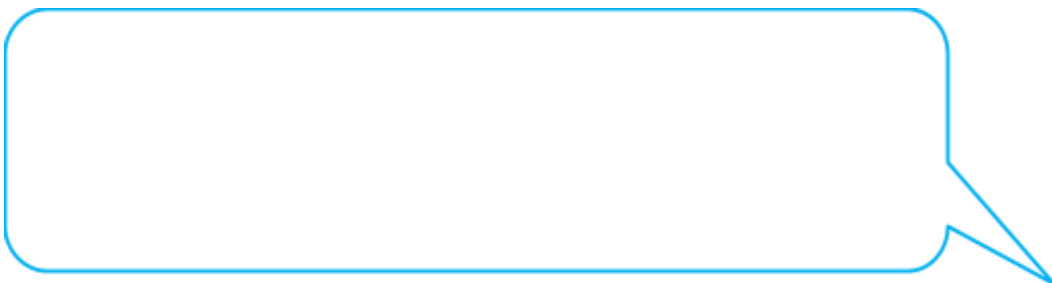
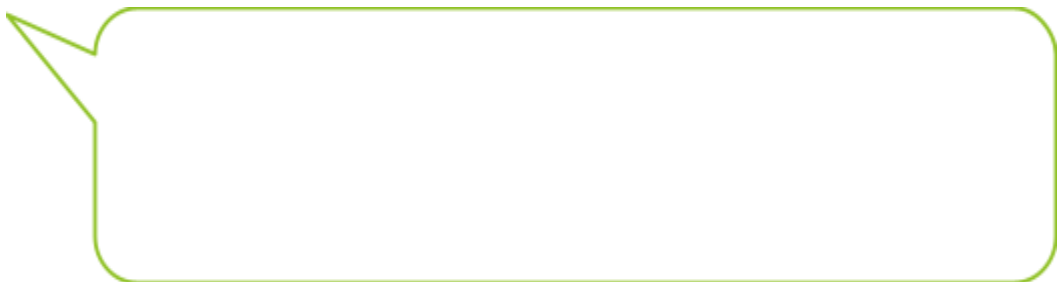
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# Feedback: Reaching an Agreement

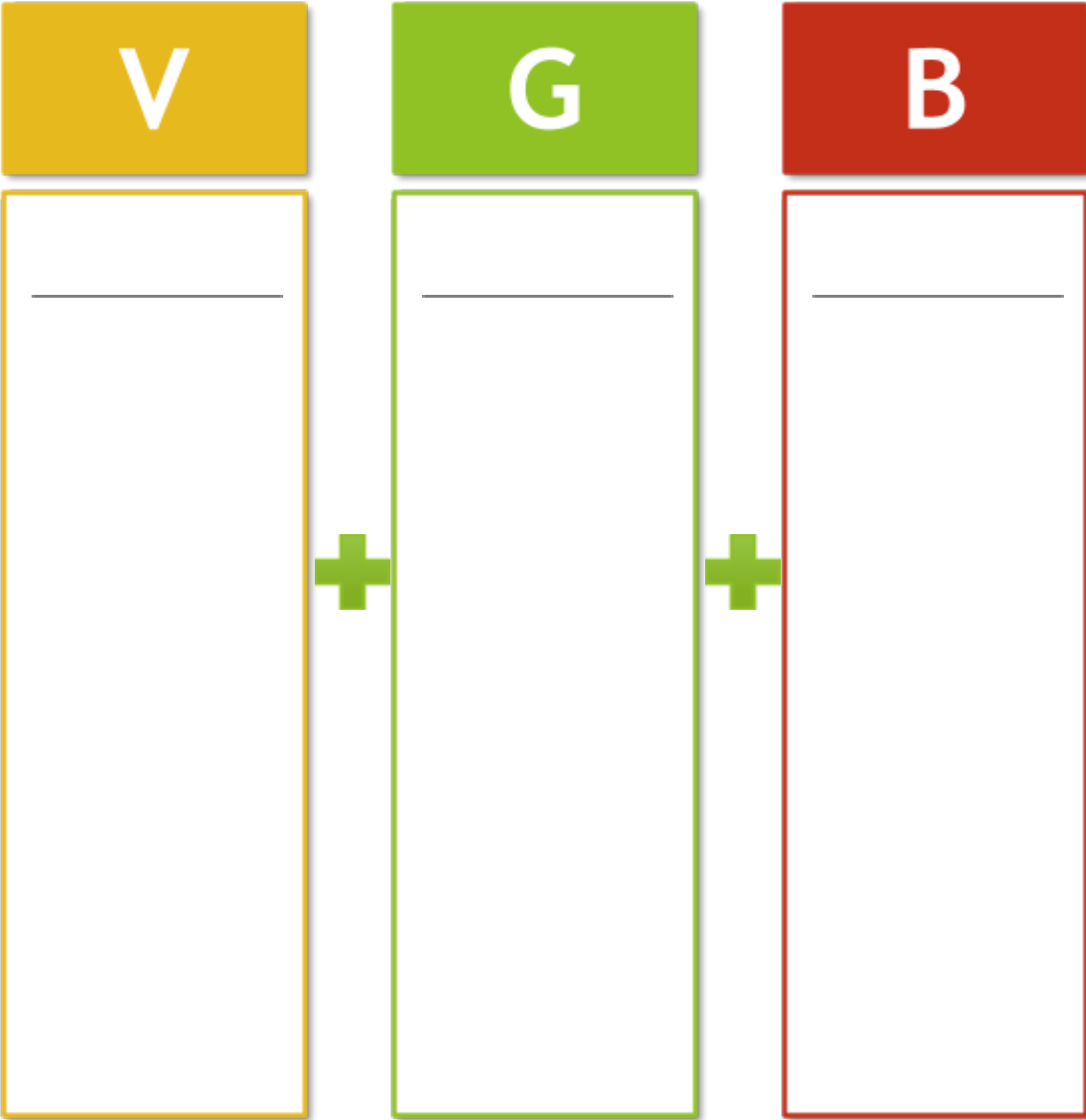
How can we convince a skeptical under- or over-confident client of our level assessment?





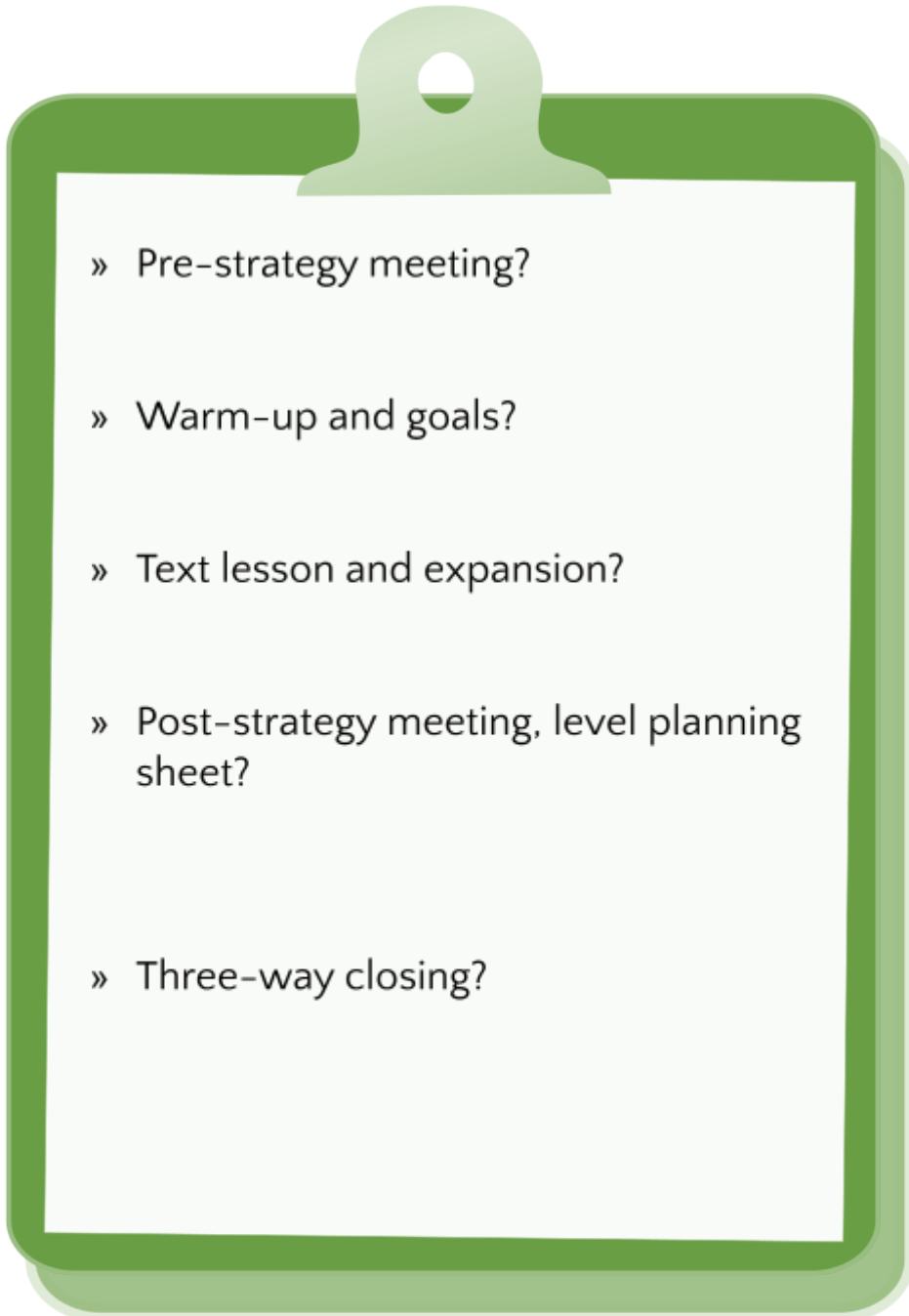
# Milestone Planning

The *Magic Formula*™ for milestone success!



# Time Management

How would you divide your time for a 20-minute FM?



# Every Lesson Instructions

Mistake Correction:

Lesson Focus:

Atmosphere:



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