



Inclusive Performance Management: Coaching for the Hybrid Workplace

Effective talent management is a composite of short-term coaching and counseling coupled with long-term, outcome driven mentoring. Doing this inclusively and with equity for a remote or hybrid workforce requires even more skill.

This information and guidance-filled, highly interactive, and fast-paced class provides participants with the how-tos of providing individualized direction, being a “Sherpa” and dealing with below-average performers for both in-office and remote workers.

Topics Covered

- Behaviors and Characteristics of an Effective Coach/Mentor/Counselor
- Mastering the Performance Management/Behavior Management Process
- Coaching with equity in an inclusive environment

Agenda

- **Coaching, Mentoring and Counseling Overview**
 - Essential behaviors needed for effectiveness
 - Inclusiveness Indicators
 - Leadership insights
 - Six approaches that help any team win
 - Performance Management/Behavior Management Process
- **Coaching Techniques**
 - Eight ideas to enhance coaching success
 - Keys to effective coaching
 - SIPS Feedback method
- **Mentoring Techniques**
 - 6 ways people learn and process information
 - 3 Phases of learning
 - Mentoring Workshop/Case Study
- **Counseling Techniques**
 - Methods to discover performance problems
 - 6-step process to gain agreement and commitment to improvement
 - Techniques and scripts to address shortcomings
 - Counseling Workshop/Practice