

Manager Enablement

The Reality

Most staffing companies invest training their recruiters and salespeople but not their managers. The reality is that front-line managers are the most significant leverage points in a staffing organization.



of learning occurs through on-the-job coaching.

- Bersin & Associates

Change Vision for Front Line Staffing Managers

What's Your Opportunity

- Improving production including sales and recruiting effectiveness through consistent coaching
- Accelerating & sustaining growth through a repeatable coaching framework and tools
- Leveraging past investments in employee infrastructure and training
- Convert new markets and growth strategies into results
- Replicating top performance and desired behaviors across the organization



Here's a sample "change vision" for staffing managers that maps out how staffing managers are operating today vs. the ideal leadership culture and focus. What's your change vision?

Current State Desired Future State

Reactive management, inconsistent or non-existent cadence

Overreliance on gut instinct (forecasting)

Inconsistent coaching practices across the team

Managers act as "Chief Problem Officer," culture of "answer dependency"

Tactical, short-term view

Framework: Content, Playbooks, Tools, Exercises

Proactive coaching & leadership, consistent coaching cadence

Rely on observable, verifiable data to drive fact-based coaching and decisions

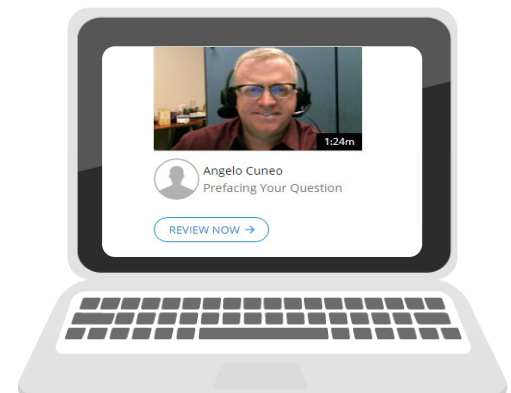
Repeatable coaching framework of best practices, tools and job aids

Lead with questions, employee empowerment drives self-accountability

Strategic, long-term view (leading indicators, coaching and development plans)

Developmental Coaching

Our developmental coaching framework focuses on transforming the traditional role of a staffing manager from being a boss and "chief problem solver" to being that of a coach. Designed to enable managers to develop the skills and strategies to gain real, genuine buy-in, managers develop a practical and powerful coaching strategy in which they lead by asking questions vs. telling. The result is a sales team that is self-empowered and takes ownership and responsibility for their own actions.



Developmental Coaching

Developmental Coaching Transforms Traditional Role of Sales, Recruitment Manager

The goal of the developmental coaching program is to transform the traditional role of a manager from being a boss to being a coach. Our manager enablement program including the coaching framework has been designed to enable managers to develop the skills and strategies to gain genuine buy-in from their subordinates and to provide feedback based on competencies and behaviors-*not activity*-to develop and elevate skills and to empower team members to take ownership for their own actions and results.

By developing short term and long term action steps to achieve success, managers will develop a practical and powerful coaching strategy in which they coach and lead by asking questions vs. simply telling their people what to do. The result is a team that is self-empowered and takes ownership and responsibility for their own actions thus lightening the burden of the manager and allowing him or her to focus on developing talent.

Objectives Include

- Learn a developmental coaching framework to effectively open a coaching dialogue, probe for perceptions and needs, uncover and overcome obstacles, and co-create solutions
- Create a culture that welcomes and thrives on feedback and encourages questioning
- Reposition the value of your managers from administrative and process task masters including “chief problem solvers” to valued resources who develop talent and foster powerful, incremental behavioral change

Audience

Program content is suited for anyone in a mentorship or managerial role including Team Leads, Branch Managers, Sales and Recruiting Managers, Directors and VP's