ROBBIN AND ASSOCIATES
Over 45 Years of Experience Improving the Performance
of Workforce Development Organizations
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INTRODUCING A NEW SERVICE FROM LARRY ROBBIN

MANAGEMENT AND/OR STAFF CONSULTING AND COACHING CONVERSATIONS

Many of my clients and other interested parties have asked if there was some way for me to meet with their management and/or staff and have consulting and coaching conversations that would be done in a dialogue format and cover items of interest to the management and/or staff. As a result of these requests, I have developed a new service titled Management And/or Staff Consulting and Coaching Conversations.

These sessions are not training presentations. They are conversations on diverse topics that are driven by a combination of your needs and my experience and perspectives. You can identify things you would like to cover in advance of the session and those topics will become a major focus of our time together.

That being said, to get the most out of the synergy of our time together, it is understood that the discussion of those issues may sometimes take our conversations into other areas of need that you may also want to address. The conversations would be a combination of consulting and coaching. To make sure you get your organization's needs met, your Executive Director or another manager will function as a facilitator and guide for these sessions.

I will follow your lead in terms of how you want to use the time. For example, you may want to go more into depth about a new topic that emerges during the session while we are talking about it, or you may want to put it on the agenda for a future session and focus on your planned areas of need or other subjects.

While I have a broad understanding about workforce development, frontline staff issues and management concerns, I obviously don't claim to know everything about all the subjects that may come up in these sessions. If I feel that I don't know enough about a topic to meet your needs in the session, I will bring this to the attention of the group. Then I will do research on these subjects and send you information that will be helpful to you as a follow up service. I may also recommend that you contact other consultants and/or coaches that are knowledgeable in your area of interest.

You will decide who should be in on these sessions. The choice of who to involve is very flexible. You may decide to do some sessions that are exclusively focused on management, some that are focused exclusively on staff or others that are a hybrid with both management and staff involved. You may also decide to do sessions focused on people that are new to workforce development, people in a particular job title, service or program of yours, people from a specific program location, people working with a certain population, or you can use any other selectors of participants that meet your needs. The composition of the sessions can change with different sessions having a different composition. You can have as many people in the session as you like.

Here are a few examples of management and/or staff consulting and coaching conversation topics:

What are some of the state-of-the-art trends in workforce development and how do they relate to our work?

Staff are having challenges serving a particular job seeker or a particular group of job seekers, what are your ideas about how we can provide better services to this individual or group of job seekers?

We are revisiting our mission, vision and values statements. What things do you think we should be incorporating into that discussion?

How do we improve issues we are having with the program design and services for job seekers and employers?

How do we improve the quality of the work experience of our employees?

How do we address problems with partners?

We are considering a new program development. What are your thoughts about it? What are potential areas for problems and how do we address them?

We are having a personnel problem that we don't know how to resolve. What are your ideas about how we should address it.

What can we do to develop deeper relationships with businesses?

How can we be more effective as managers in the program? Are there some common areas of need that could be addressed with some group coaching?

We are having a special event. What do you think are some of the things we should take into consideration to make it as successful as possible?

We are having trouble meeting some of our performance goals. Do you have any ideas about what we can do to be more successful in those areas?

We are being asked by our funders or other stakeholders to expand our program to another community, provide services we haven't provided before, or we are being asked to serve a new population. What things should we take into consideration as we think about these possibilities?

We know our performance goals do not measure everything that we should be looking at to get a more comprehensive understanding of the impact of our program and areas for improvement. What other performance goals would you suggest that we put into our work?

If I have recently done a staff training webinar for you, you may want to discuss some ideas about how to take the webinar learning experience deeper, so it truly becomes a part of the way you work on a deeper and long term basis.

If I think a topic you want to discuss in one of these sessions would be better addressed by using one of my webinars, I will suggest a webinar that will meet your needs.

Besides the information and coaching that will come out in these sessions, this type of group conversation will provide an opportunity for senior management to get new perspectives about how the people function as a group and what senior management may need to do to make the group more collaborative and effective. Senior management may see a need for one on one coaching or other forms of professional development for people on the team. In that case, I will provide you with the names of some coaches and consultants that I think will meet your needs.

The Management And/or Staff Consulting and Coaching Sessions will be done virtually. The sessions will be two hours in length with a ten minute break. At your discretion, you can include using breakout rooms in the session. The use of breakout rooms will be discussed prior to a session.

The fee includes time for our conversation to plan the content of the session and my preparation time as well as any time involved in follow up research and providing you with referral resources. The fee also includes permission to record the session. This can be helpful so people can review what we covered. It will also be helpful for people who missed the live session and for new personnel as part of their onboarding process. Over time, these sessions could be part of a library of topics that will enhance your work.

The fee for these sessions will be based on how many sessions are being planned and whether or not webinars for management or management and staff will also be included in this contract as part of the work. Discounts will be offered for a periodic series of this service and also for a combination of management and/or staff consultation conversations and webinars that are done under one contract.

I am very excited about being able to offer you this new service. As you know, I do get booked a bit in advance. If you are interested in exploring this service option, please contact me as soon as possible. I look forward to hearing from you and to working with you and your team.