

## Performance Counseling

### Summary

- Users practice a performance counseling session with a simulated employee, Brooke Lerner.
- Brooke's performance issues and personality change with each play, motivating repeated practice.
- Users receive ongoing feedback on their progress and a postconversation score on their mastery of the learning objectives.
- The training system helps managers develop skills and comfort when discussing job performance issues with their employees and handling confrontation.

### Scenario

- Users assume the role of Brooke's manager.
- Brooke behaves differently in each conversation based on her performance problem, personality, and user-driven mood.
- Users can discuss the following topics with Brooke:
  - Strengths
  - Goals and motivations
  - Thoughts about her workplace and team
  - Opportunities for improvement
  - Source of performance issues
  - Possible action plans for improving performance



### Learning Objectives

After achieving mastery through repeated conversations, the user will be able to do the following:

- Guide employees discover the source of substandard performance
- Create an action plan that is specific, measurable, action-oriented, reasonable, and timebound
- Develop active listening skills
- Manage confrontation appropriately



### Seat Time

- Approximately 2 hours of e-learning material
- Simulated conversations last 20 – 45 minutes
- Much can be gained in a few hours, but most users will want to use the system for 10 – 20 hours to achieve mastery.

NOTE: Figure does not account for longer-term “refresher” sessions, which will vary by user.

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