Action Map

BUSINESS GOAL

Improve the confidence and effectiveness of newly promoted managers when addressing early employee performance concerns.

Build Context

New managers often react before understading the situation

Practice Activities
- Meet the team
- Learn employee roles
- Become familiar with workplace context

Required Information
- Team structure
- Employee responsibilities
- Learner's role as a new manager

Recognize Concern

New managers often react before understanding the situation

Practice Activities
- Read workplace email
- Interpret performance concern
- Determine suitable concern

Required Information
- Email from supervisor
- Workplace expectaions
- Context around the concern

Gather Evidence

Effective coaching is based on facts rather than assumptions

Practice Activities
- Review employee information
- Examine performance snapshot
- Compare available evidence

Required Information
- Employee profile
- Performance records
- Relevant workplace information

Choose Response

Managers need to decide how to approach the situation before speaking with the employee.

Practice Activities
- Read workplace email
- Interpret performance concern
- Determine suitable concern

Required Information
- Email from supervisor
- Workplace expectations
- Context around the concern

Coach Alex

Managers need practical experience having difficult conversations

Practice Activities
- Speak with Alex
- Select coaching responses
- Demonstrate empathy and maintain accountability

Required Information
- Coaching framework
- Effective questioning
- Active listening principles

Support Improvement

Coaching objective is to improve rather than punish

Practice Activities
- Discuss solutions
- Encourage collaboration
- Agree on next steps

Required Information
- SMART goal principles
- Coaching mindset
- Shared responsibility

Reflect

Reflection strengthens transfer of learning

Practice Activities
- Review the outcome
- Compare decisions
- Identify future improvements

Required Information
- Reflection prompts
- Coaching principles
- Key takeaways