Welcome!

As we wait, please write in the chat…

Something you and an intern have bonded over/have in common that is not related to work?

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The Coaching Playbook

Carly Rhodes

Genesys Works Program Specialist

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WHERE TOMORROW'S WORKFORCE BEGINS

Agenda

- Discussion
- Feedback and Empowerment
- Coaching Methods
- Examples
- Wrap Up

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Discussion

What is professionalism and how is it different in a virtual world?

Where and when did you learn about professionalism?

How did you learn how to give and receive feedback?

How has your idea of professionalism shifted over time?

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The RISE Method

Reflect

Acknowledgement & Articulation

Inquire

Insight Through Analysis

Suggest

Collaboratively come up with ideas for improvement

Elevate

Connect solutions to the bigger picture and empower

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When Giving Feedback Don't Forget…

1. **Empathy**
   - Build your relationship. Gather information and achieve a clear understanding of the situation or perspective.

2. **Define the Concern**
   - Clearly state the behavior you have seen and reiterate the expectation

3. **Generate solutions**
   - Encourage problem solving and offer suggestions. Take time to think of solutions before finalizing your plan

4. **Check-in**
   - Make a plan to check in on progress and/or offer support. Hold interns accountable.

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Feedback and Empowerment

Giving feedback and empowering students should go hand in hand. When giving feedback it is important to…

- Remember every student is different and holds different values
- It is important consider an intern's background and identity
- Incorporate strengths
- Identify clear outcomes
- Frame giving and receiving feedback as a skill
- Build confidence

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Example 1

An intern consistently does not show up for meetings until you message them

1. At/during _____
   Give context

2. I noticed _____
   Bring up specific observation

3. The expectation/goal is/was _____

1. Tell me more about what happened.
   Seek to understand. Allow YP to explain.

2. That was _____
   Did actions match up with expectations?

3. Next time _____
   Work with YPs to come up with a plan.

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Example 2

An intern is often “yellow” or “offline” on teams/slack/skype and/or takes 20 + minutes to respond

1. At/during _____
   Give context

2. I noticed _____
   Bring up specific observation

3. The expectation/goal is/was _____

1. Tell me more about what happened.
   Seek to understand. Allow YP to explain.

2. That was _____
   Did actions match up with expectations?

3. Next time _____
   Work with YPs to come up with a plan.

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Wrap Up

- Feedback is good!
- It is easier to give feedback with empathy and understanding
- It’s okay to hold students to high standards, if you are giving high support
- Find a feedback model that works best for you
- When in doubt, call your Program Coordinator!

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Questions?

Add sources

Breakout Session #2

Choose one session from below.

2-2:25pm

Creating Inclusive Relationships Series: Perceptions versus Reality

Facilitated by Kamyala Howard, We're Divine Consuting

In this session we will explore the impact of implicit biases, micro aggressions, assumptions, and pre-conceived notions that often lead to cultural misinterpretations.

Unlocking Potential: Mentoring for Future Growth

Facilitated by Elana Lambert and Keo Xiong, Genesys Works

Learn how to leverage intentional reflection and career exploration to provide mentorship and guidance to your intern.

Mission Completion: Hiring Genesys Works Young Professionals

Facilitated by Marit Aaseng and Nancy Wallace, Genesys Works

We'll talk about the barriers our alumni face when applying for entry level roles, and provide solutions and actionable steps for your company to bring interns on as full-time employees.

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