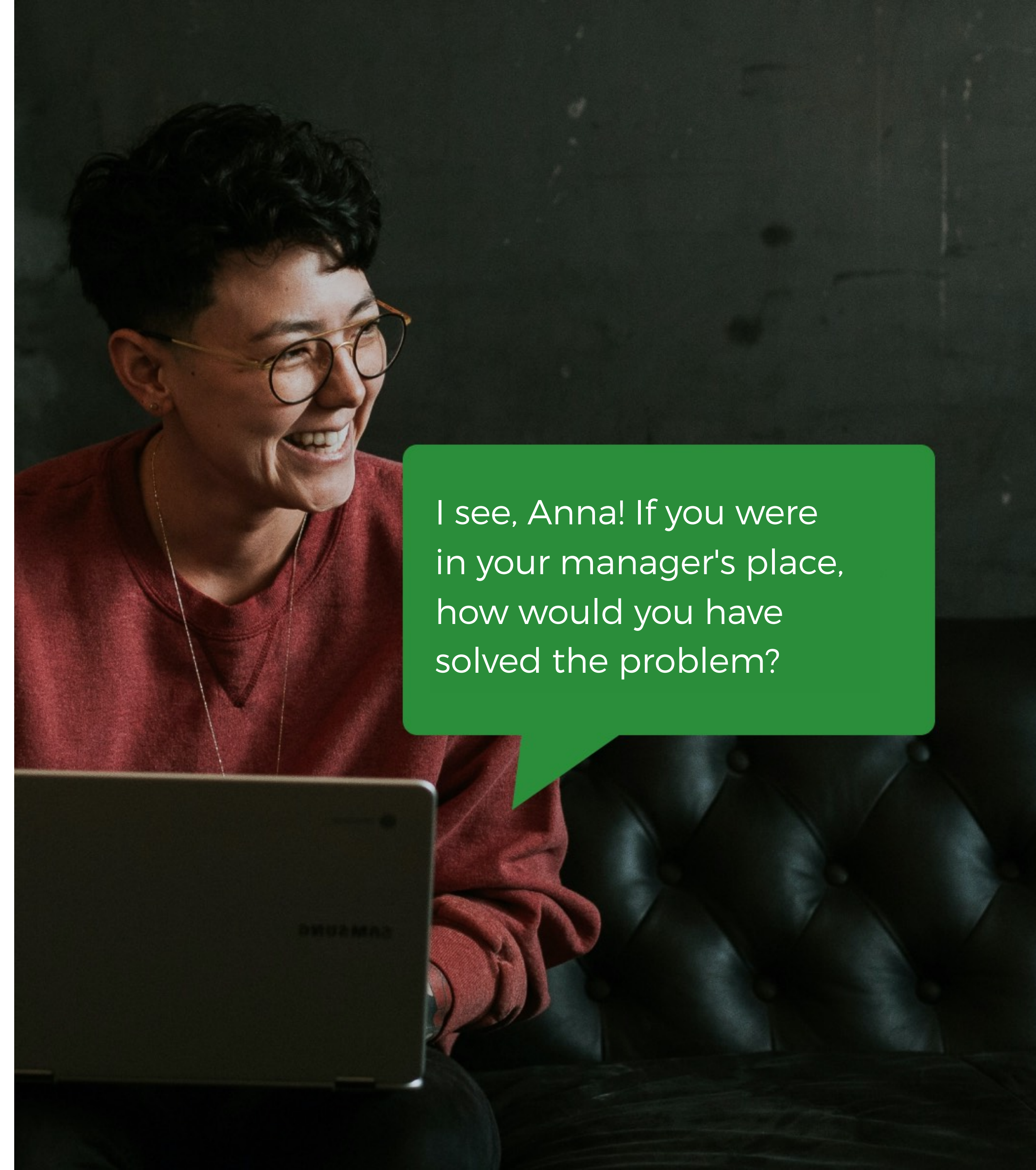




Remote work transition

We provide human-led and chatbot micro-coaching to employees via Teams/Slack to drive remote work strategy implementation. At the same time collecting qualitative data about the culture & processes accompanying the change.



I see, Anna! If you were in your manager's place, how would you have solved the problem?

THE ERA OF REMOTE WORK

Remember 2008?

2020 will bring the same fate to those who cannot adapt to working remotely with their entire team.

The winners will take all.

They will tap into the newfound superpower, an ability to truly recruit and work without borders.

Text-based micro-coaching

Options:

- Human-led
- Chatbot
- Hybrid



Hi Anna! What is the goal you've set for yourself after attending the training?

Hi! I think I am a bit lost after shifting to remote work. I need to clarify what my priorities are.



Great! Let's make this ideal a bit more tangible, shall we? How could you make this goal Specific/Measurable/Attainable/Realistic/Timely?

Yes! Good idea. To be honest, I think I just need to sit down, take a breath and put my thoughts on paper. I've heard of a great tool for prioritisation, Eisenhower matrix, I just need to use it. I was too distracted by spending time on the internet and running from client to client and putting out the fires.



Sounds great, is there anything you can do now to ensure this will happen?

Actually, I could mark a reminder in my calendar, thanks!



We've worked with these companies



Winner of the EdTech Hackathon in the category 'The Future of Work'



A new approach to remote work strategy implementation



Strategy implementation

Infuse strategy in the everyday actions of mid-level managers and field managers



Digital tool adoption

Help team leaders to resolve conflicts and support their teams

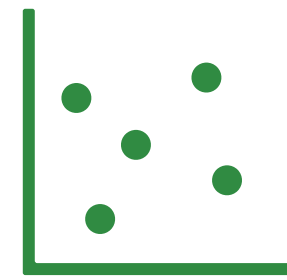


Self-management

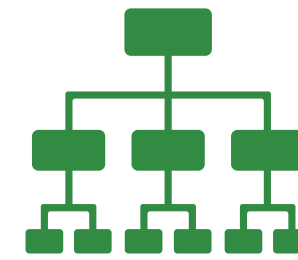
Make sure employees have clear priorities, manage their time well, and support others

What micro-coaching will do:

Organization



Qualitative data



Alignment



Knowledge sharing

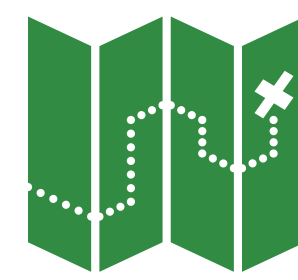
Individual



Goal setting



Reflection



Structure



Support



Commitment

Data collection

We can collect data on:

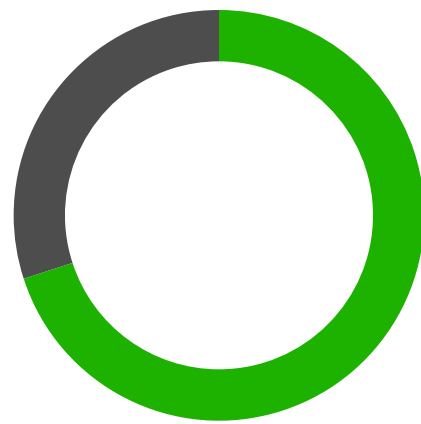
- Results of the change program
- Leadership and team dynamics
- Practices and habits (agility, communication, productivity)
- Resources (time, support, energy)
- Skill gaps
- Blind spots, challenges

Why to collect data through coaching?

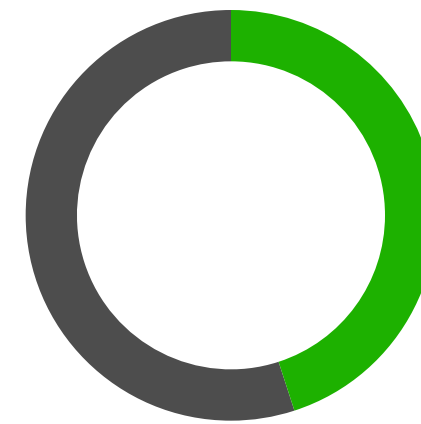
- ✓ Trust developed with the coachee
- ✓ Implications gathered through coaching
- ✓ No internal politics with an external person
- ✓ Frequency of only 1-2 extra questions/week

Data collection examples

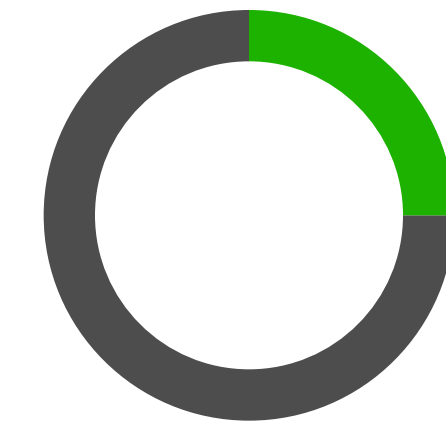
These numbers are made up and serve solely as an example



70% of the participants successfully
built change-related habits



45% struggled with work
overload & prioritization



25% confessed that they needed
a better understanding of AI

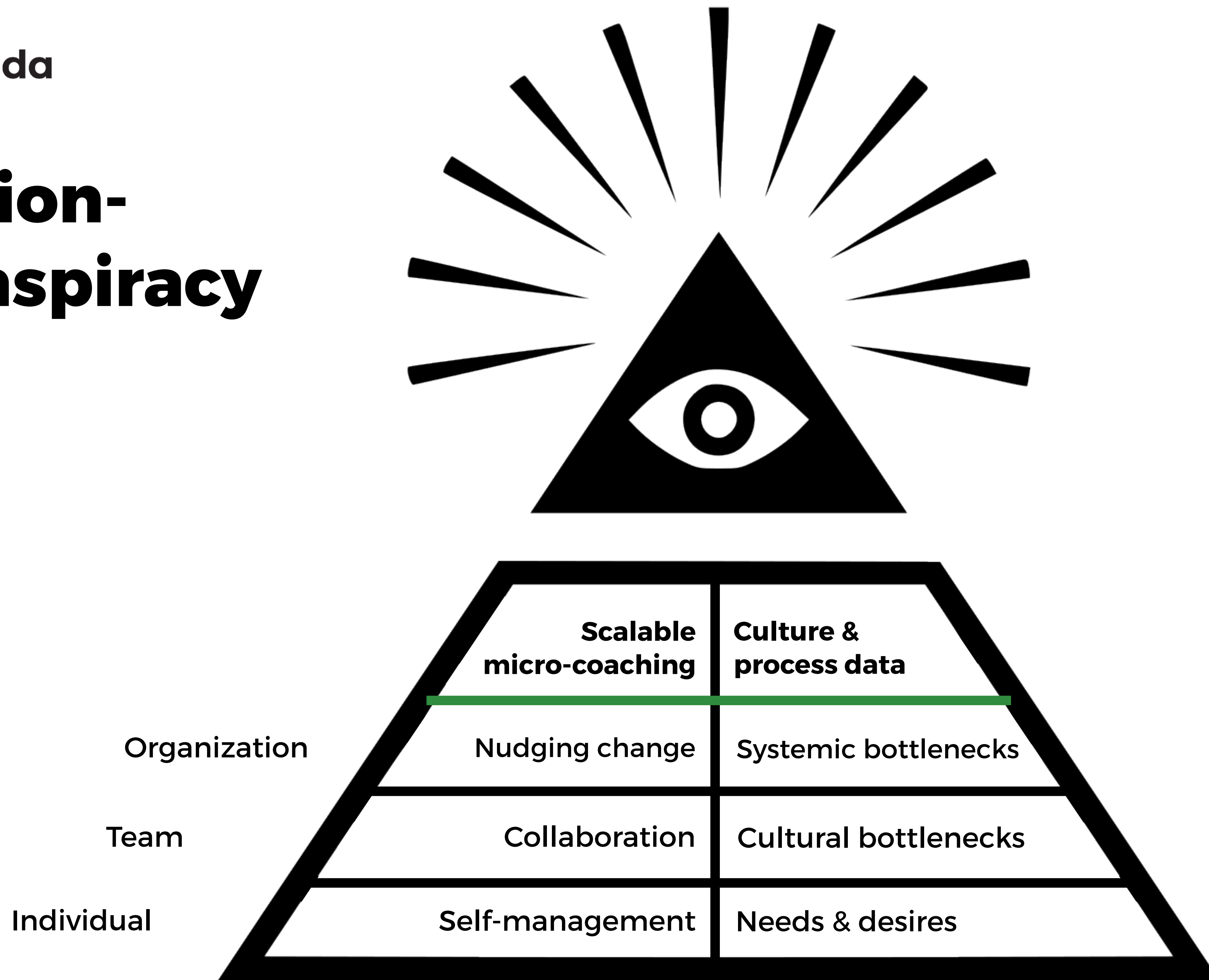
4

leaders not taking feedback,
displaying toxic behavior

2

people reported
discriminating behaviour

Vision- conspiracy



Case Posti



"We piloted micro-coaching as one personal development method for people working in large scale agile teams to help them reflect their learnings in ongoing transformation. Almost all of the participants felt that micro-coaching helped them to deal with hectic work environment and that they were able to develop how they approach their work."



Anneli Kymäläinen
Senior HR Manager

SITUATION: Posti was undergoing a large-scale agile transformation. Much of the workload was on the shoulders of the product owners. Posti wanted to support them in the challenges they encounter.

SOLUTION: Panda Training provided a micro-coaching service for Posti's employees. The main focus was on helping participants to set goals, help them with time management, prioritization, and reflecting on learning.

Our service:

- **Helped people to deal with the hectic work environment**
- **Supported in developing the way they approach their work**
- **Provided insights for the management on the underlying issues**

Case Futurice



"Overall people who committed to coaching found it beneficial and gave positive feedback on providing structure in developmental process, clarity on priorities, gentle nudging and motivating by cheering and affirmation. Pilot can be considered successful in validating the method as a good and agile way in learning transfer and application"



Lenita Syrjänen
Senior Advisor Learning & Talent
Development, HR & Culture

SITUATION: Futurice wanted their employees to manage conflicts at the workplace better. They organised a training, Conflict Bootcamp. The challenge was to create an effective follow up and ensure that the lessons get applied in practice, enable behaviour change.

SOLUTION: Panda Training provided a micro-coaching service for Futurice's employees in Finnish and German offices. The main focus was on helping participants to set goals, follow up on them and help them overcome possible obstacles. Our service:

- **Helped people to apply the theory they learned at Bootcamp**
- **Provided a meaningful way to work through hard emotions**
- **Helped to gain self-awareness**

Feedback from the participants

We collect feedback anonymously to encourage honesty

“

"I would rate the service at 9 out of 10. The why is twofold. One is the low threshold compared to "full-blown" coaching. The time investment is small. Compared to the other extreme [like a chatbot], a calendar reminder: the interactivity and the "there's someone on the other end" feeling creates a bit of pressure to take it seriously."

“

"The last session made me realize that this is not that you give me The Solution (tm) but it's about me making small steps of progress."

“

"I would say, it helped me a lot to remind myself about my learnings and having the plan to check the process with someone else."

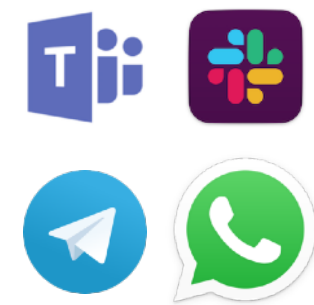
“

"It feels great to have someone cheering you on and helping you clarify how to put theory into practice!"

“

"I really like the way you guide to concrete actions really quickly. Even though the meta information of "you are here to coach me" is really clear, it still feels really smooth."

Practicalities for human-led micro-coaching



Only **30 mins** per week
via Teams, Slack or similar
software



Usual program
length: 6+ weeks



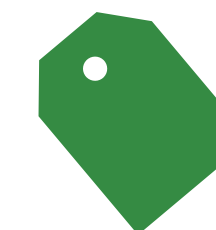
No installations or
integrations, using
existing technology



Panda Training's coach with
International Coaching
Federation background

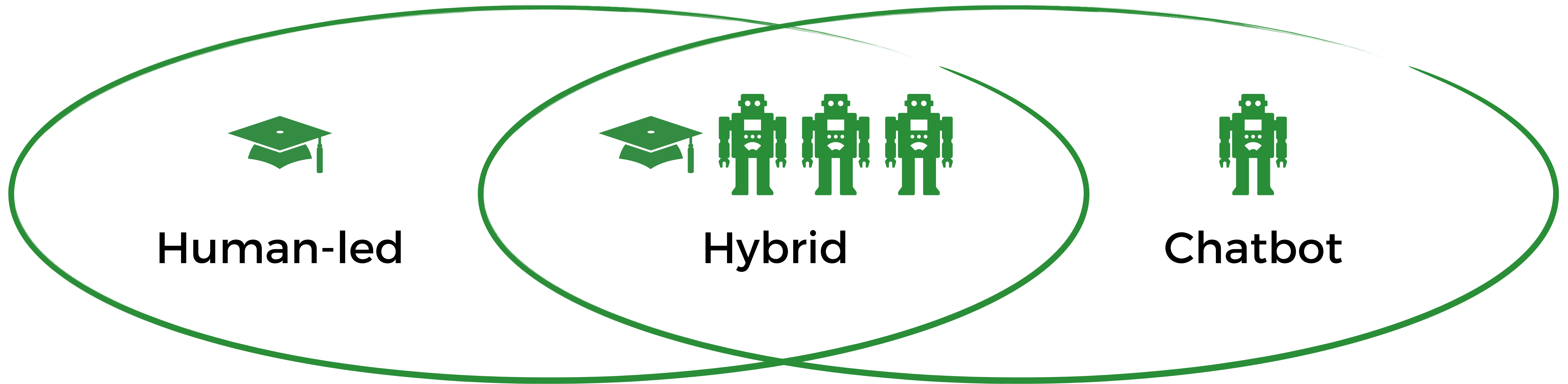


Reporting on **insights and
qualitative data** acquired via
coaching on agreed schedule



Pilot pricing:
€300+/person

Chatbot capabilities



- Usual program: 6 weeks
- Details on the previous slide

- Usual program: 3 months
- 1 human session, 3 chatbot sessions per month
- Price depends mainly on the content creation

- Requires tailor-made content
- Price depends mainly on the content creation



Lauri Paloheimo
Coaching,
Sales



Dima Syrotkin
Business Strategy,
Consulting



Jere Partanen
Social Psychology,
Data Analytics



Miika Wilén
Sales Development,
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Artificial Intelligence,
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Developers from:



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