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

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

UNIVERSAL
posti
BAYER
CRAMO
SAP
GOFORE
futurice
vastuu group

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 people reported leaders not taking feedback, displaying toxic behavior
- 2 people reported discriminating behavior
Vision-conspiracy

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Scalable micro-coaching
Culture & process data

Cultural bottlenecks
Systemic bottlenecks

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."

"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."

"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!"
Practicalities for human-led micro-coaching

- Only **30 mins** per week via Teams, Slack or similar software
- **No installations** or integrations, using existing technology
- Reporting on **insights and qualitative data** acquired via coaching on agreed schedule

- **Usual program length**: 6+ weeks
- **Panda Training’s coach** with International Coaching Federation background
- **Pilot pricing**: €300+/person
Chatbot capabilities

- **Human-led**
  - Usual program: 6 weeks
  - Details on the previous slide

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

- **Chatbot**
  - Requires tailor-made content
  - Price depends mainly on the content creation
Developers from:

- **Lauri Paloheimo**
  Coaching, Sales

- **Dima Syrotkin**
  Business Strategy, Consulting

- **Jere Partanen**
  Social Psychology, Data Analytics

- **Miika Wilén**
  Sales Development, Sales Training

- **Tiago Roberti Sampaio**
  Artificial Intelligence, Chatbots

- **Teppo Hudsson**
  Service Architect, Product Coach

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