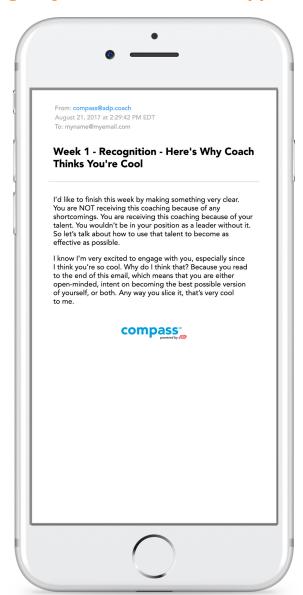


Item: "I am recognized by my manager for my contributions."

Subject Matter: Leadership - Recognition

#### Week 1 - Introduction

Creating a dynamic of trust and support between Coach and recipient.



- Acknowledge complexity of problem
- Acknowledge recipient's justified resistance
- Acknowledge recipient's strengths



Subject Matter: Leadership - Recognition

#### **Week 2 – Envisioning Success**

Create a vision of success that triggers in the recipient neither defensiveness nor a feeling of being judged.

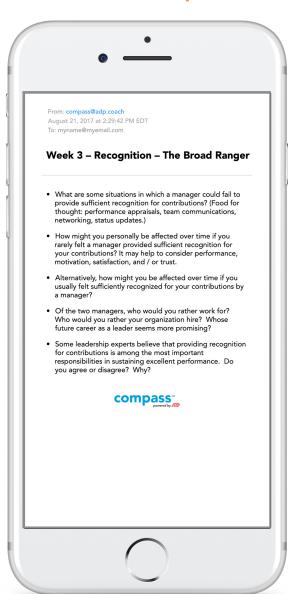


- Focus on a hypothetical team
- Focus on the evidence of success
- Prime availability heuristic for a later evaluation of the importance of recognition from recipient



Subject Matter: Leadership - Recognition

# Week 3 – Articulating Importance Induce recipient to articulate a self-generated rationale for the importance of recognition.



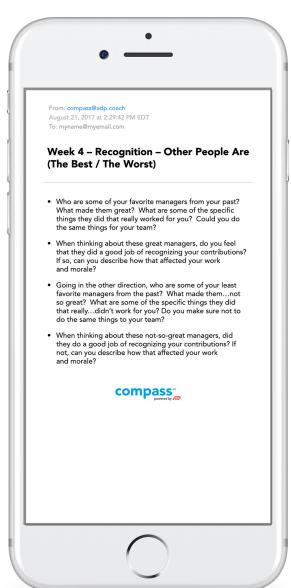
- Ask leading questions
- Leverage availability heuristic from prior week
- Create a "There Are No Wrong Answers" dynamic



Subject Matter: Leadership - Recognition

# Week 4 – Remembering Past Managers Guide recipient to recall past managers, both who were

Guide recipient to recall past managers, both who were generous and stingy with recognition and praise.



- Leverage representativeness heuristic
- Nurture motivation to improve through memories
- Nurture empathy for others by focusing on past experiences



Subject Matter: Leadership - Recognition

# Week 5 – Evaluating One's Self Support recipient in a self-evaluation.



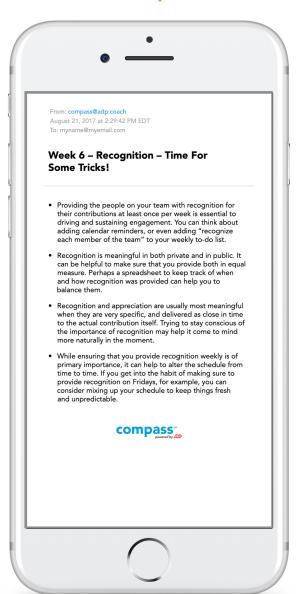
- Create a safe "space" for critical self-evaluation
- Use "If-Then" scenarios to facilitate difficult topics
- Use a "hot state" to drive action



Subject Matter: Leadership - Recognition

#### Week 6 – Providing Specific Suggestions

Provide recipient with specific behaviors to try in order to improve in the area of recognition.



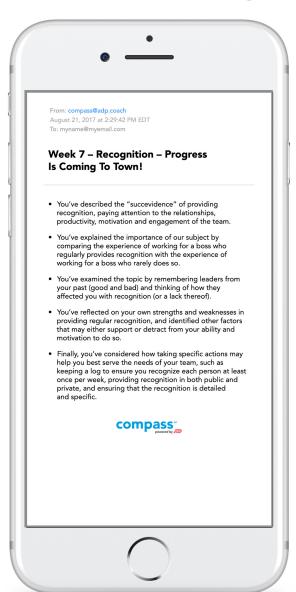
- Create realistic expectations
- Establish the importance of patience and practice
- Help recipients create reminders for themselves to practice the behaviors



Subject Matter: Leadership - Recognition

#### **Week 7 – Considering Progress**

Sustain development motivation by creating a sense of short-term wins through reflection on progress.



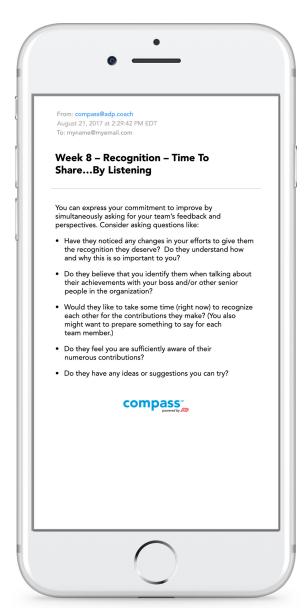
- Help create self-generated feedback
- Reiterate motivators and behaviors
- Highlight inertia to sustain commitment



Subject Matter: Leadership - Recognition

#### Week 8 - An End and A Beginning

Use final email to reinforce coaching; guide recipients to meet with their teams.



- Review tips and behaviors
- Embed changes in culture
- Leverage social norms by creating expectations with teams