



Performance Counseling

Summary

- Users practice a performance counseling session with a simulated employee, Brooke Lerner.
- Brooke's performance issues and personality change with each play, motivating repeated practice.
- Users receive ongoing feedback on their progress and a post-conversation score on their mastery of the learning objectives.
- The training system helps managers develop skills and comfort with discussing job performance issues with their employees and handling confrontation.

Scenario

- Users assume the role of Brooke's manager.
- Brooke behaves differently in each conversation based on her performance problem, personality, and user-driven mood.
- Topics that the user can discuss include Brooke's:
 - Strengths
 - Goals and motivations
 - Thoughts about her workplace and team
 - Opportunities for improvement
 - Source of performance issues
 - Possible action plans for improving performance



Learning Objectives

After achieving mastery through repeated conversations, the user will be able to:

- Guide employees toward discovery of the source of substandard performance
- Create an action plan that is specific, measurable, action-oriented, reasonable, and time-bound
- Develop active listening skills
- Manage confrontation appropriately



Seat Time

- Approximately two hours of e-learning material
- Simulated conversations last 20 - 45 minutes
- The average user will require 10 - 20 hours to achieve mastery of the learning objectives, but can learn the basics in as little as a few hours.

NOTE: Figure does not account for longer-term "refresher" sessions, which will vary by user

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