



CONTENT OUTLINE

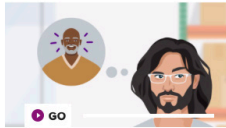
BUILDING SOLID SKILLS EVERY EPISODE, EVERY SEASON.

The SHRM PMQ emphasizes the three major skill areas all high-performing managers possess: **Communication, Management Basics and Performance Management**. Across three seasons and 30 “binge-worthy” episodes outlined here, your People Managers will pick up dozens of practical, “real world” skills needed to be successful team leaders in today’s workplace.

Episode 1: Promotion



Episode 2: Shifts



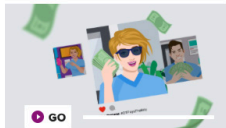
Episode 3: A Little Help, Plz



Episode 4: Get Out



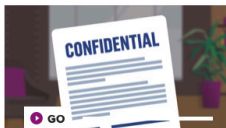
Episode 5: Like This



Episode 6: Text Me, Maybe?



Episode 7: Man in the Middle



Episode 8: Time Flies



Episode 9: Shed the Weight



SEASON 1

- S1 E1** - **Promotion**
 - Transition from Individual Contributor to People Manager
- S1 E2** - **Shifts**
 - Communication to team
 - Self awareness
 - Prioritization (lightly)
 - Delivering feedback
 - Topics to know and understand across business (goals, budgets, finance fundamentals)
- S1 E3** - **A Little Help, Plz**
 - Use of coaches and mentors
- S1 E4** - **Get Out**
 - Communicating with the team
- S1 E5** - **Like This**
 - Social media policies
- S1 E6** - **Text Me, Maybe?**
 - Informal performance management to address under-performance
 - How to connect with your team
 - Listening (open-ended questions/ask don't tell)
- S1 E7** - **Man in the Middle**
 - Use of personal data (personally identifiable information)
 - Data and security
- S1 E8** - **Time Flies**
 - Time management
 - Performance management (how to write a performance review)
 - Productive meetings and organization tips
- S1 E9** - **Shed the Weight**
 - Delegating work (transition from doing to managing)
- S1 Finale** - **Assessment with Two Attempts**
 - Learner must achieve passing score in order to unlock Season 2 content

SEASON 2

- S2 E1 - Lonely at the Top**
 - Delegating work (transition from doing to managing)
 - Team Culture (setting the tone, being proactive)
- S2 E2 - Culture is King**
 - Managing team culture
 - Components of a strong culture
- S2 E3 - Step into my Office**
 - Difficult conversations
 - Laws and Compliance foundation (Civil Rights Acts, ADEA and ADA)
 - GROW model for coaching
- S2 E4 - The Meme**
 - Bullying characteristics and implications on the workplace
 - Communication types, styles and challenges
 - Distractions (physical interference and psychological interference)
 - Judgment awareness
- S2 E5 - The Dream**
 - Communicating to leadership (“up”)
 - Quantitative data vs. qualitative data
 - Sharing bad news
- S2 E6 - The Training**
 - Emotional intelligence (what it is and why it is important to a people manager)
 - TEA principle (Thoughts, Emotions, Actions)
- S2 E7 - Take the Reins**
 - Job descriptions
 - Job postings
 - Interviewing preparations and tips (preparation, open-ended questions, what can/can’t ask)
 - When and how to collaborate with HR and your supervisor
 - Forward filling vs. backward filling
- S2 E8 - Take the Reins II**
 - Job offers, compensation and negotiation
- S2 E9 - Get Onboard**
 - Preboarding, orientation and onboarding
- S2 Finale - Assessment with Two Attempts**
 - Learner must achieve passing score in order to unlock Season 3 content

BONUS EPISODE

Mental Health

-
-
- - **Cultivate Your Wellness**
- - Create cultures of trust and empathy
- - Explore how to partner with HR when employees are going through a mental health struggle
- - Learn what resources are available to support wellbeing both for you and your employees
-
-

SEASON 3



- S3 E1 - The Breakfast of Champions**
 - Talent management
 - Formal performance evaluation/appraisal
 - Employee development
 - Feedback importance and how to deliver positive and constructive feedback
 - Documentation
- S3 E2 - Two Ears, One Mouth**
 - Formal review guidance
 - HR collaboration needs
 - Bias types and awareness (halo effect, horn effect, recency, primacy, bias, strictness, leniency, central tendency and contrast)
- S3 E3 - Build ‘em Up for Success**
 - Employee recognition and rewards overview
- S3 E4 - The Bad Apple Effect**
 - Team synergy
 - When and how to engage HR, related to progressive discipline
 - How and when to use Performance Improvement Plans (PIP)
- S3 E5 - Brace Yourself: Lisa Quits!**
 - Voluntary resignations
 - Stay interviews
 - What information to gather before they leave
 - Work/friendly boundaries
 - Updating job descriptions
- S3 E6 - Planning for Change Ahead**
 - Transition plans for internal transfers
 - Communication with other leaders (across the organization)
- S3 E7 - The Uncomfortable Zone**
 - Involuntary separations (with cause, without cause and required documentation)
 - How to involve HR, Title VII, ADEA and ADA
 - Protect yourself, other employees and company assets
- S3 E8 - It’s Not What You Say, It’s How**
 - Location closing and transferring to a new site
 - Communicating tough conversations/topics
 - Executive presence
 - Communicating down
- S3 E9 - Change is Constant**
 - Communication mindsets
 - Change management overview
- S3 E10 - Nailed It**
 - Each friend reviews their key learning moments
- S3 Finale - Assessment with Two attempts**
 - Learner must pass the end season 3 finale to unlock the series finale.

Series Finale

- **Assessment with One attempt**
 - Learner must achieve passing score in order to earn the People Manager Quantification and digital badge.

