



# Working Parents & Caregivers coaching boosts engagement at RSM

In early 2020, RSM partnered with Talking Talent to enhance support for their working parents and caregivers nationwide. With the amplified competing priorities of work and home, **RSM needed an infrastructure for uplifting working caregivers, particularly in the areas of priority management, capacity conservation, self-awareness, and boundary setting.** With RSM's intention set and their needs identified, Talking Talent provided a solution: Working Parents & Caregivers coaching.

Working Parents & Caregivers coaching **offers customized solutions for parents and caregivers, helping them to overcome overwhelm so that they can thrive in every stage of their career and family life!**

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We know that by offering programs such as these from Talking Talent, we build trust between the firm and our professionals, and that trust increases engagement. The more engaged our people are, the more fulfilled they are, the more efficiently they work, and the more dedicated they are to the firm, their clients, and their colleagues.

Katie Schuhow,  
Financial Services Partner, RSM US

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Talking Talent's highly accredited and empathetic coaches specialize in the issues most challenging to working parents, as well as in offering training and development for managers of employees with family commitments. Katie Schuhow, Financial Services Partner at RSM and former National Leader of RSM's Family First Employee Network Group knows that supporting working families is crucial. She says, ***“We really felt a need to do work around mindfulness, which for us, encompassed a broad range of topics, from energy management, priority management, self-awareness, and boundary setting.”***

To address the challenges that mattered most to RSM, **Talking Talent provided a series of mindfulness programming especially for working caregivers.** These sessions, which began at the start of the pandemic, included in-person workshops, virtual webinars, and group coaching on the following topics:

- Work-Life Integration
- Energy Management
- Priority Management
- Boundary Setting
- Resiliency Tactics
- Values Assessments

*“When we first engaged with Talking Talent, we did in-person workshops across the country, titled Finding Success in Work and Life. This met the demand of exploring work-life balance, or integration. Then, we wanted to reach a broader audience providing programs with an emphasis on mindfulness with topics such as energy management, priority management, and boundary setting. Fast forward a year, we participated in a workshop called The Power of Resilient You, which was a nice play on our (cont.)*



+1 212-612-3329



info@talking-talent.com



www.talking-talent.com



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brand of The Power of Being Understood. Here, we touched on concepts previously taught, diving deeper into resiliency tactics and values assessments.” – Katie Schuhow, Financial Services Partner at RSM US and former National Leader of RSM’s Family First Employee Network Group.

In a recent poll, 100% of respondents at RSM described the Talking Talent sessions as “Highly Relevant.” Feedback has been overwhelmingly positive across the board! Here is what some participants have to say about their Working Parents & Caregivers coaching experience:

*“The insights on flow and ability to focus (and not multitask!) coupled with the tools for setting boundaries to do just that, were very helpful for me.”* – D. Wisler

*“I liked being able to “meet” and collaborate with like-minded RSM employees, realizing that I’m not the only struggling working parent, and gaining resources, information and ideas for both work and my personal life.”* – A. Lyons



## RSM's positive outcomes as a result of partnering with Talking Talent:

- Boosted employee trust in the company
- Increased employee engagement
- Talking Talent sessions were deemed "highly relevant" by 100% of participants
- Participants described their Talking Talent experience as “life-changing”, “helped with better work-life balance”, “incredible”, and “helpful in improving life and careers”

*“Some of the valuable aspects of this training was learning more about yourself and what you can do to make changes in your life, work, and family without trying to do too much. I am still currently implementing some of the learnings into my life. It’s been about a week now and I can feel the small difference in my life.”* – R. Lira

*“The Setting Boundaries and Growth Mindset sessions were great to dig into. I got to hear how my peers are feeling and hear what they are doing about how they are feeling.”* – T. Bradley

*“It helped me figure out that the source of my productivity has nothing to do with willpower or whether I want to be a hard worker. Even though I’d heard it before, I now truly understand that I need to take care of myself first.”* – A. Richards



## RSM's Success

Since working with Talking Talent, RSM reports a remarkable **increase in employee engagement, fulfillment, and trust**. Because of this, exceptional performance and productivity is on the rise, while **absenteeism and turnover has dwindled**. Also, participants have gone on to **peer-share the concepts they have learned** so that now others in the organization are also benefitting from the content.

For organizations looking to retain exceptional talent, **Talking Talent’s Working Parents & Caregivers coaching can be the difference maker**. Working parents are among the most loyal employees. But they also face particular challenges with work-life integration and prioritizing their wellbeing, especially with the dueling demands of career and family. An employee’s wellbeing is not their responsibility alone. They need the backing and support of leadership providing resources and strategies for help with managing stress, fatigue, and burnout. **Talking Talent helps companies meet that need through expert coaching of working parents and caregivers.**

