

# Federal HR Performance Accelerator - Frequently Asked Questions

## How is this different from federal human resources training courses?

Unlike training courses, the **Federal Human Resources Performance Accelerator** offers a personalized development experience through one-on-one sessions with a subject matter expert tailored to your specific goals.

You'll benefit from flexible scheduling within a 12-month period, allowing you to integrate sessions into your professional commitments seamlessly.

## Who attends?

No matter your role or career stage, these high-impact sessions provide essential guidance and practical solutions to help you navigate federal HR challenges, improve decision-making, and maximize your impact.

Participants include professionals in the following roles:

- **HR Specialists & Business Partners (GS-0201, GS-09 to GS-15)** – Strengthen functional HR expertise, enhance advisory skills, and develop workforce strategies aligned with agency priorities.
- **Workforce Planners & Talent Acquisition Specialists (GS-0201, GS-09 to GS-15)** – Optimize recruitment, retention, and human capital planning to meet mission-critical agency workforce needs.
- **HR Policy Analysts & Program Managers (GS-0301, GS-12 to GS-15)** – Gain deeper insights into regulatory policies, refine analytical skills, and implement effective HR strategies.
- **Senior HR Leaders & Executives (Supervisory GS-15 and SES)** – Drive mission-aligned workforce initiatives, enhance organizational effectiveness, and lead transformational HR efforts across federal agencies.

## What topics are covered in the sessions?

Each session is fully customized to your needs. You set the agenda based on the challenges most relevant to your role. Depending on your goals, sessions may focus on problem-solving real-time HR challenges, technical skill development, case-based learning, or scenario-based leadership exercises to enhance your impact and effectiveness. Topics may include:

- Workforce Planning & Talent Acquisition
- Employee & Labor Relations
- Classification & Position Management
- Performance Management & Employee Development
- Federal HR Policy & Compliance

## Can it be combined with training?

Yes! This offering complements federal human resources training courses by providing hands-on support to apply what you've learned, address specific challenges, and refine your approach in real time. It bridges the gap between theory and practice, ensuring you can effectively implement human resource strategies in your role.

## This seems like coaching. How is it similar and different from coaching?

Like coaching, the Federal Human Resources Performance Accelerator provides a personalized, one-on-one experience

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to help you achieve your professional goals. However, unlike traditional coaching, which focuses on leadership and personal development, this accelerator strengthens your technical expertise, decision-making, and problem-solving skills to drive meaningful results. You are matched with a subject matter expert in federal human resources who offers guidance, structure, and actionable insights tailored to your unique challenges.

## How is it delivered?

This program is conducted virtually, providing flexible access to expert guidance and real-world strategies. Sessions are one hour each, and participants can choose a package of three, six, or nine sessions to be completed within 12 months.

## Who will be my subject matter expert, and can I choose them?

All of our subject matter experts have extensive federal HR experience. After completing your profile in our online platform, you'll receive a list of experts best suited to your needs. You can review their profiles and select the one that aligns with your goals and preferences.

## How will I communicate with my subject matter expert?

You and your Subject Matter Expert will choose the best way to meet, Zoom, Teams, phone, or in person (if you're in the DC metro area). You'll set a schedule that fits your availability and select a preferred method, like email or messaging, to stay connected between sessions.

## How long is a session?

Sessions are typically 1 hour (60 minutes) in length.

## What if my session goes over one hour? Will extra time be subtracted from my remaining sessions? What if my session ends before the full hour?

Sessions are typically one hour, but occasionally they may go a bit over. We track sessions by completion only, so any extra time will not be subtracted from your remaining sessions.

Our subject matter experts create a space for you to make the most of each session. Occasionally, you may finish a session before the full hour is up. Any unused time is not carried over, and each session is considered complete regardless of its duration.

## How do I get the most out of my sessions?

To maximize your learning experience:

- **Engage actively** in each session and apply insights directly to your work.
- **Focus on key challenges** that have the greatest impact on your role.
- **Use post-session action plans** to reinforce learning and track progress.
- **Maintain a consistent session schedule** to build momentum and drive results.

## I purchased a package of sessions. How long do I have to use them?

All sessions, regardless of the package size, must be completed within 12 months of the purchase date.

# Federal HR Performance Accelerator - Frequently Asked Questions

## Is there a recommended frequency for sessions?

The frequency of your sessions is flexible and tailored to your needs. While all sessions must be completed within 12 months of the purchase date, the timing is up to you and your subject matter expert. We recommend setting a regular schedule that works best for both of you. Some clients prefer meeting every other week, while others opt for monthly sessions.

## Will my supervisor have visibility into what is discussed in my sessions?

Your sessions are private and confidential. Our subject matter experts adhere to the International Coaching Federation (ICF) Code of Ethics, which mandates strict confidentiality regarding all information shared during sessions. This commitment ensures a private and trusting environment for participants to engage in their learning journey.

## What if I want to change my subject matter expert?

Your satisfaction is our priority. After your first session, we'll check in to ensure it's a good fit. If you're not satisfied, simply contact the MC Coaching Services team. We understand that finding the right fit is important, and we're happy to support you in making that change if needed.

## What if I need to cancel a session?

If you cancel or reschedule a session, you may be subject to a fee based on the following notification schedule:

- Sessions may be rescheduled at no charge with written notice received at least one business day before the session start time. If a session is not rescheduled in this time period, that session will be forfeited.
- Missed sessions due to an unforeseen emergency may be rescheduled at no cost (limited to one [1] occurrence) at the discretion of Management Concepts.
- For additional information, please review our [Terms & Conditions](#)

## What can I expect after I register?

The registration process is simple and begins once you purchase your session package. Here's what to expect:

1. You will receive an acknowledgment email from MC Coaching Services, along with instructions to set up your profile on our coaching platform.
2. After setting up your account and completing your profile, you will receive a list potential subject matter expert profiles to review.
3. Once you've made your selection, the MC Coaching Services team will introduce you to your subject matter expert via email.
4. You and your subject matter expert will discuss how you'd like to work together (e.g., via Zoom, Teams, phone, or in-person within the Washington, DC area) and schedule your sessions at mutually convenient times.

## What if I want to buy additional sessions beyond those included in my package?

You can easily purchase additional sessions by selecting a new package on the [Management Concepts Website](#) or by calling **888-545-8571** for assistance.

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## How do I purchase?

Session packages can be purchased the same way you purchase our other educational offerings. Payment can be made by credit card, electronic check, and EFT. We also accept government SF-182 forms and government purchase orders. Both of these will be invoiced prior to the start of the delivery of the purchased package. To submit an SF-182 or purchase order, **please contact an Account Representative at 888-545-8571.**

## How can I purchase for multiple members of my team?

You can purchase sessions for yourself or others directly through our website. For groups of more than three individuals, we recommend contacting our team for assistance. The **Federal Human Resources Performance Accelerator** can also be customized for teams or groups, focusing on collective challenges and skills development. **For more information, call 888-545-8571.**