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Performance Coaching

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Qualitative Performance Coaching

“Coaching is not a spectator sport!”

List at least three of the most common challenges you have in your Coaching Responsibility.

What is the best coaching you ever received? Why was it the best? (Be specific.)



A Winning Coaching Process consists of six steps:

"You can observe a lot just by watching." - Yogi Berra

Key Coaching Steps are:

1. Pre-Positioning

2. Gathering Data

3. Analyzing Data

4. Behavioral Action

5. Training and Technique Coaching

6. Follow-Up



Skills that support these steps are:

1. Preparing

2. Listening – Observing

3. Questioning

4. Providing Feedback

5. Motivating

6. Scripting



Script that will be seen as a positive when pre-positioning a one-on-one coaching session:

How and When will you gather data regarding the quality of the current service and sales behaviors?

“You miss 100% of the shots you never take” – Wayne Gretzky

What are the top three sales/service behaviors that, if improved, would most dramatically impact results?



How should we use the Success TriangleSM in analyzing the data?

Specific Action Planning for Improved Behaviors

Training & Technique Coaching

Following Up is Critical to Success



Qualitative Coaching Commitments

What do I want to improve?

What actions am I going to take?

When am I going to do this?

“Great Managers...I’ll tell you what makes a great manager: a great manager has a knack for making ballplayers think they are better than they think they are. They force you to have a good opinion of yourself. They let you know they believe in you. They make you get more out of yourself. And once you learn how good you really are, you never settle for playing anything less than your very best.” – Reggie Jackson

