

## Coaching/ Training Record Form

Staff Member	
Manager	
Date	

### Coaching Methodology

Pre Position Agent	Coach Demonstrates Skill	Player Demonstrates Skill	Coach Provides Developmental Feedback
<p>We will have agreed to skill build when discussing objectives, and identified the need for coaching, purpose of the coaching, and the specific skill that will be coached.</p> <p>'Coaching' as an abstract concept is no good here, we need to be specific, remember you need to support the agents SMARTER objectives.</p>	<p>Next, you as the coach demonstrate the skill you want the player to replicate, copy or adapt to their own delivery style; there are a number of ways you can do this.</p> <p><b>Live Listening</b> <b>Playback of a call</b> <b>Roleplay</b></p>	<p>At this stage we observe the player as they demonstrate the skill you have shown them back to you. As before when we have observed, we don't interject at this stage.</p> <p>We want to see if the player can replicate the behaviour we demonstrated to them.</p> <p>We focus on the development areas highlighted as you demonstrated and take notes if necessary.</p>	<p>Next, we provide observational feedback. We do this in exactly the same format as we would when delivering a full feedback session.</p> <p>First we ask the player what went well when they copied you.</p> <p>Next what they saw as development areas.</p> <p>They you do the same, feed back as a coach what was good and what needed development.</p> <p>You agree what to work on/look for 'this time'.</p> <p>And then repeat the coaching process – you demonstrate, they demonstrate, feed back.</p>

Purpose Of Session

Specific Action Undertaken

Objectives Set

Goal	Action(s)	Deadline	Support	Comments

Signed Staff Member		Signed Manager		Date	
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