



Skill (Call) Coaching

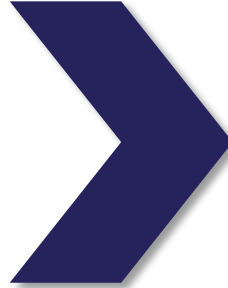
A one-to-few review of sales skills where the coach asks questions.

Performance Coaching

This is a one-on-one discussion of job performance where the coach asks questions.

Performance Counseling

This is one-on-one discussion of an issue (e.g., write up).



The COACHN Model

A series of steps to use in any meeting that remind us to keep being great coaches.

C

Clarify Expectations

Set tone and agenda for meeting (don't assume they know this is a quarterly review vs. a monthly performance meeting)

O

Observed Behavior

This sets up the meeting direction. If we don't "go first" with our input, the meeting can quickly derail and be hard to get back.

A

Ask Questions

If we're not ready with questions, we'll likely fall into telling and that makes us managers vs. coaches – and limits rep buy-in.

C

Commit to Actions

Without this step, directives go fuzzy, and deadlines get missed.

H

How Can I Help?

It's the great boss step. The extra mile and commitment to their success.

N

Next Steps

Avoid confusion on ownership and deadlines with the bonus of the next meeting not being a surprise.