

# Coach The Coach

Build consistency and quality in your sales and service organization



SELF-PACED  
E-LEARNING

1-2  
HOURS



SKILLS  
APPLICATION  
LAB

1  
DAY

## OVERVIEW

Coach the Coach includes a self-study e-learning course and an immersive Skills Application Lab (SAL). This program equips managers with the tools they need to monitor and impact the coaching techniques of their direct reports and ensure that coaches are focusing on the right issues to improve team performance. The e-learning course builds foundational knowledge that is necessary for participation in the SAL. During the SAL, participants practice giving their coaches balanced and meaningful feedback to foster exceptional employee development experiences, thereby growing and retaining top talent.

## WHO SHOULD ATTEND

Any senior manager within the sales and service organization who has coaches or managers as direct reports. In order to take the SAL, participants must pass the e-learning course with an assessment score of at least 80%.

## RESULTS AND BUSINESS BENEFITS

Upon completion, participants will be able to:

- Assess the coaching effectiveness of managers and raise them to the highest level of performance
- Plan and conduct pre-coaching conversations with their coaches to increase the effectiveness of their coaching conversations
- Create self-sustaining financial centers led by highly competent coaches
- Build a more productive and better-aligned sales and service organization to improve business results

## LEARNING TOPICS

1

Why Coach  
Coaches?

2

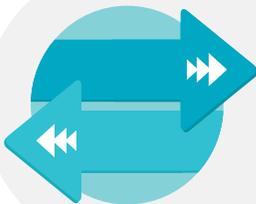
Coach the  
Coach Model

3

Action Plan  
Creation and  
Monitoring

4

Coaching  
Components  
Skills Practice



## BLENDED LEARNING BY OMEGA PERFORMANCE

The Omega Performance blended learning experience helps participants learn critical skills, deepen comprehension, and improve on-the-job skill application and sustainment. Self-paced E-Learning courses present learning objectives and enhance understanding in a highly-interactive online environment, while in-person, instructor-led Skills Application Labs (SALs) provide participants with the opportunity to collaboratively apply skills to real-world cases.



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