



Coach-the-Coach Services

The Coach-the-Coaches Initiative is designed to **reinforce the coaching skills learned at the High Performance Coaching Workshop**. It provides a forum for managers to get immediate feedback and development ideas from experienced Impact Performance Group (IPG) Coaches and an opportunity to discuss challenges and best practices with peer managers.

The Coach-the-Coaches Process includes a **series of small group conference calls** with up to three managers. The focus of the call is on the application of the Coaching Process, and ensuring clarity of our ongoing coaching accountabilities.

Impact Performance Group facilitates Coach-the-Coach sessions over an eight to ten-week period. During these calls managers will come prepared to discuss specific coaching interactions with individual team members. The purpose of these meetings is to:

- **Review** the coaching process and tools
- **Explore** individual strengths and opportunities of our sales team
- **Identify** best practices for conducting effective *on-the-spot* and *in-depth* coaching
- **Discuss** development ideas to address specific skill gaps among your team members
- **Assess** our own performance as coaches and discuss techniques to enhance our coaching effectiveness

At the end of each call the IPG Coach sets expectations for deliverables for the next meeting. Managers will send coaching documentation to the IPG Coach prior to the call and select specific coaching stories to use as a case study for group discussion. The group uses these real-life scenarios to identifying coaching opportunities, select best development ideas, and discuss how to conduct difficult conversations. The IPG Coach will offer specific techniques for individual coaches to try, as well as recommendations for all managers to focus on in the coming weeks.

The Coach-the-Coaches process will:

- **Maintain** momentum built at the High Performance Coaching Workshop
- **Reinforce** the desired Coaching and EQSKILLS™
- **Ensure** accountability to the process
- **Emphasize** continuous improvement!

Other solutions available from Impact Performance Group:

- *High Performance Service & Sales*
- *High Performance Coaching*
- *High Performance Service Skills*
- *Advanced Selling Strategies*
- *Advanced Coaching Strategies*
- *Building Business Through Referrals*
- *High Performance Negotiating Skills*
- *High Performance Team Building*
- *High Performance Interviewing*

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