

## THE COACHING FEEDBACK LOOP

1. What **results** do we want to accomplish?
2. What are the planned **actions** to accomplish these results?  
**Do the work**
3. What **results** did we accomplish?  
Is this what we expected?  
If not, why not?
4. What **actions** did we complete?  
Is this what we had planned?  
If not, why not?
5. What can we learn from this?
6. What can we do differently in the future?

## 4 COACHING STYLES

### TUTORING

To teach new skills and knowledge

### MENTORING

To achieve the highest performance

### COUNSELING

To diagnose a problem

### CONFRONTING

To handle a performance deficiency

## COACHING CHECKLIST

### Planning

- Set aside time and schedule coaching
- Integrate coaching into ongoing activity
- Individual
- One on one
- Timely
- Consistent
- Predictable
- Specific coaching topic

### Doing

- Establish a coaching environment
- Allow individual to self-evaluate
- Factual
- Focus on behavior
- Participative dialogue
- Listen
- Don't interrupt, tell, or instruct when mentoring
- Invite comments and review
- Entertain new and different ideas
- Solicit opinions and thoughts
- Focus on specific coaching topic
- Ensure comprehension and agreement
- Positive, confident and enthusiastic
- Set and agree upon follow-up plans

### Follow up

- Turn learning into specific action
- Support
- Meet every 30 days to follow up
- Always follow up



# REMINGTON

*The premier service provider to the hospitality industry.™*

## COACHING FOR PERFORMANCE



# COACHING FOCUS

## SALES CALLS

1. Adequate call preparation
2. The discovery skills of probing, listening and confirming
3. Positioning value
4. Differentiating Remington
5. Overcoming objections, obstacles

## 30 DAY MEETING

1. Actions to create new opportunities
2. Actions to develop existing opportunities
3. Total Pipeline health
4. Resource management
5. Personal skill development

# COACHING FOR PERFORMANCE

## *PRE-SALES CALL*

### COACHING

1. What results do we want to accomplish?
2. What is the plan to achieve these objectives?
3. What preparation is required?
4. What should we anticipate?
5. What insights are we bringing to the meeting?
6. What proof do we need?
7. Is anything else required?
8. What is the specific coaching focus?  
Use the Coaching Focus list above.

## *POST-SALES CALL*

### COACHING

1. Overall impressions
2. What were the results from the call?  
Is this what was expected?  
If not, why not?
3. Did we do what we had planned?  
If not, why not?
4. What insights did we bring?
5. Any surprises?
6. What went well?
7. What could we change if we had the chance to do it again
8. Specific coaching focus  
Ask for and offer specific examples?
9. What can we learn?
10. What can we do differently in the future?
11. Any support required?
12. Action plan for follow-up

## *30 DAY MEETING*

### COACHING

#### *Review previous 30 days*

1. Overall impressions
2. What were the results compared to plan?  
Is this what was expected?  
If not, why not?
3. Did we do what we have planned?  
If not, why not?
4. Any surprises?
5. What went well?
6. What could we change if we had the chance to do it again?
7. Specific coaching focus?  
Ask for and offer specific examples
8. What can we learn?
9. What can we do differently in the future?

#### *Setting the plan for the next 30 days*

1. What results do we want to accomplish?
2. What are the planned actions to accomplish these results? Do these actions align to the account / territory plan?
3. What support is required?
4. What is the specific coaching focus?  
Use the Coaching Focus list above.