

60 Second Coach



One Minute Coaching Objective:

Assess phone performance and address gaps through development



Goals
Achieved
Proceed to:



Goals
Not Achieved
Proceed to:

60 SECOND PRAISINGS

- Ask them what the best part of the call was
- Tell them what you thought was great and why
- Play the call audio in team meetings

60 SECOND RE-DIRECTS

- Determine if it's a skill or desire opportunity
- Ask them what parts of the call should have been improved
- Provide options for addressing areas of focus and gain commitment
- Set a time for follow up and show your support

PROCEED WITH
MORE
SUCCESS



PROCEED TO
BETTER
PERFORMANCE