





## Upskilling

Recognize participants' **current skills** and how this can be useful at AURUM.



## Reskilling

**New skills** that must be acquired or learned while working at AURUM.

# You are probably wondering, what are those **Power Skills** that I need to become an integral coach?



Well, to start, if you made it to this onboarding program is because **we already identified that you have developed certain Power Skills as a professional coach, and that's great news!**



At **AURUM**, we certainly value your experience and expertise in this field of sports and health, **your current skills stock will be a plus in your everyday activities.**



Nevertheless, it is a must that **every coach also adopts certain skills and values that we have identified are necessary to perform the coaching job at AURUM.** This is also an opportunity for you to grow, learn, and realize your full potential.





# Power skills vitamins

Take the ones you consider  
will make you a great coach!

## Effective communication

"Speak, Listen, Connect, Succeed!"



## Teamwork and collaboration

"Together We Achieve Greatness!"



## Self-assessment

"Know Yourself, Excel in Everything!"



## Adaptability and flexibility

"Embrace Change, Thrive in Uncertainty!"



AURUM  
vitamins



## Emotional Intelligence

"Feel, Understand, Excel, Lead!"



## Innovation

"Think Differently, Create Remarkably!"



## Time management

"Master Time, Conquer Challenges!"





# Know more about your role

## Objective of the role



- The customer experience is to be maintained at the Aurum quality standard
- Ensure customer safety and satisfaction.
- Generate revenue through sales and subscription renewals to ensure a healthy and profitable store.



## Required Competencies



- Professional Competence Training
- Communication with Customers
- Communication with Team Members
- Quality and Process Orientation
- Goal-Oriented