

Three concepts for coaching framework

1. Ownership of Performance
2. Microskills Profiling
3. Team Building

In depth

1. Ownership of Performance - competence. autonomy. realtime and daily updates on metrics. access to data and recordings with dedicated systems.
2. Microskills Profiling - empathy. self awareness. masterlist of conversational microskills from AWESOME framework. specific actionable feedback with useful examples of accomplishments and areas of improvement. clips of decisive moments.
3. Team Building - feeling valued. trust. recognition. objection handling ninjas within the team. buddy system. questions like "how can i help you do better" and "how can you help me manage your performance better". positive feedback in public and negative feedback in private. experimentation and mini projects within the team.
4. Coaching Framework - sandwich technique of feedback, positive negative and positive. equal focus on learning from own good calls, others' good calls, mistakes from bad calls. short clips of decisive moments of calls, rather than full calls, as those moments determine the outcome of the conversation.

Key Metrics

1. Individual metrics of NPS and STS and detractors
2. Individual objection-handling skills

Prerequisites

1. Clips of decisive moments
2. Masterlist of conversational microskills from AWESOME framework

New metrics

1. How many microskills were discussed and practices
2. How were microskills implemented and tracked post session

Timeline

1. One month to get the prerequisites ready
2. Six weeks of pilot