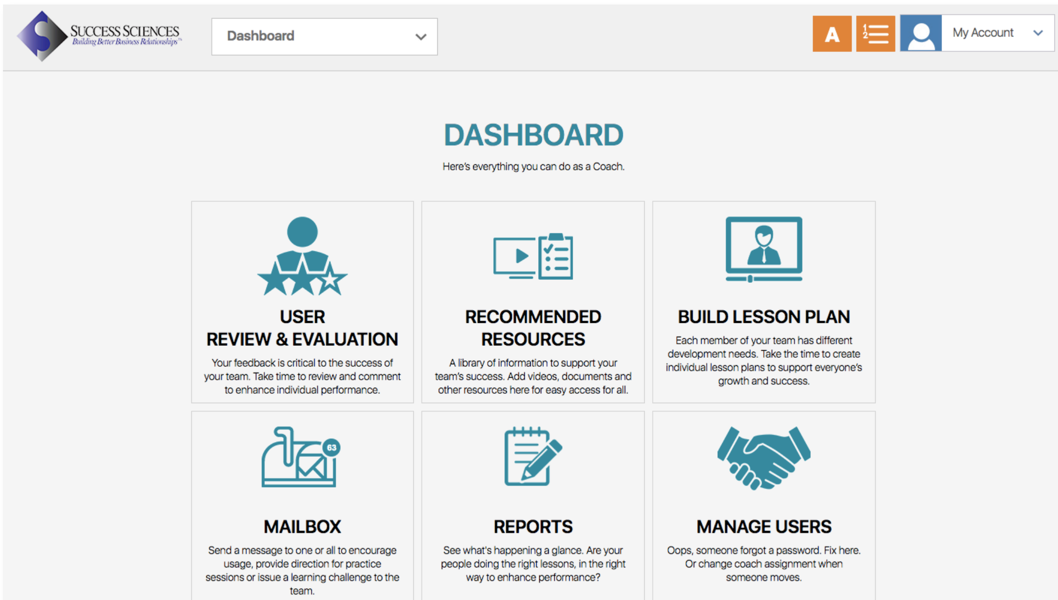
Communication Coach

A Guide for SUPER COACHES



The Dashboard is your main navigation point. From here you can access all Super Coach functions.

- User Review & Evaluation: Listen to provide feedback and score all lessons submitted by a user assigned to you as their coach As a Super Coach you can give feedback on quizzes
- Recommended Resources: Upload and manage any resources such as videos, tutorials, PDF's, Word documents, PowerPoints, or other material to share with your users
- Build Lesson Plan: Create individualized lesson plans for each user
- Mailbox: Read, track and compose correspondence created in Communication Coach
- Reports: Review all usage reports for any user assigned to you as their coach
- Manage Users: Edit user profiles and change coach assignments

- You can also click on the right-hand side corner buttons of your screen:

The **'A' button switches between key phrases and full text modes**. This way, you can see what the user sees. The A **is for full text**. The **key is for key phrases**.

The **1, 2 button switches between random order and sequence order.** The 1, 2 one is for in order. The crossed arrows are for random sequence.

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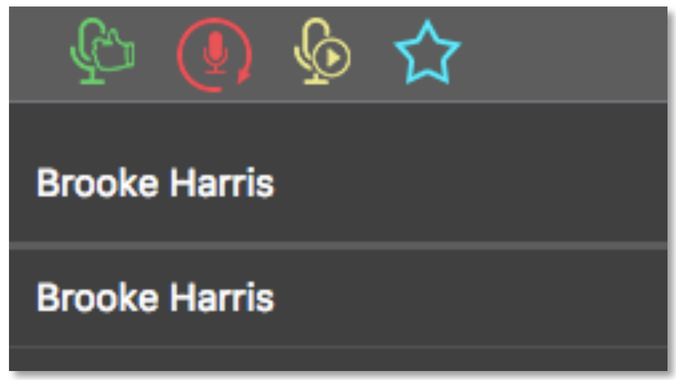
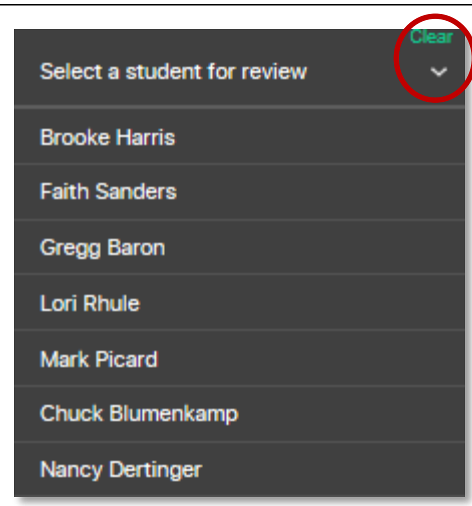
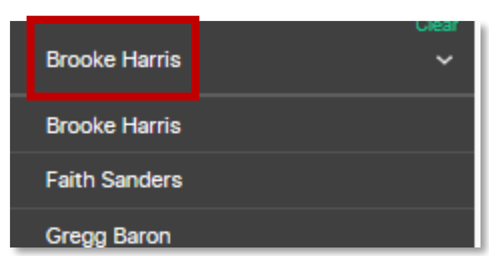
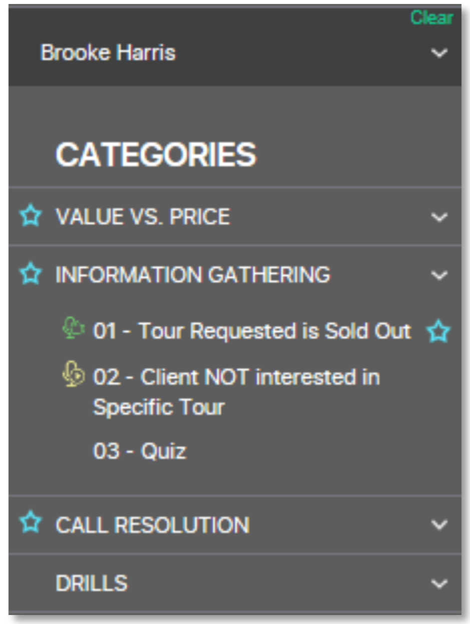
1. User Review and Evaluation:

These four icons will show at the top of your student's name list: • **Green microphone means that you have given a positive feedback for that specific lesson • **Red microphone** with the circle around it. This is a lesson that you have asked your team member to re-record • **Yellow microphone** is a lesson that you have NOT reviewed yet • **Blue star** indicates any lesson you have added as a part of your team member's lesson plan	
1. Select a **student for review.** As a Super Coach, you will see all the users assigned to all the coaches assigned to you. They will be sorted by your coach in the order they were uploaded into the program. *****Note: the CLEAR button is used to select a different student. The arrow below the clear button collapses the list.*** ***** Tip: You can search for a specific user using the shortcut Control + F and typing the first or last name.***	
3. Their name will now appear in the top box. You can close the list by clicking on the down arrow next to the name.	

4. The category list will now appear. The **yellow microphone** in front of the lesson title indicates that the user has submitted that lesson for review.

If the microphone is red or green that means the coach has reviewed this lesson and left feedback.

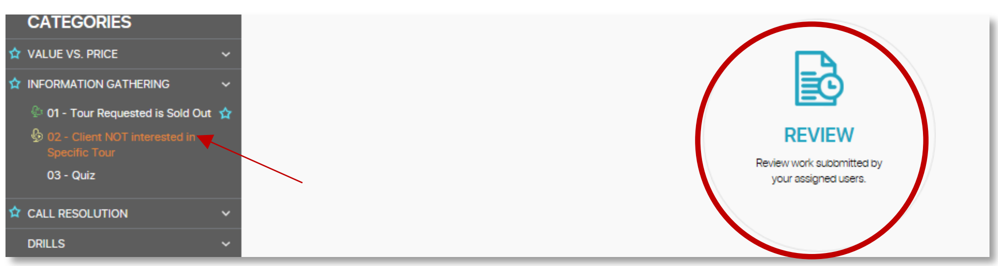
Note – each lesson can only be scored once. If the coach has reviewed it and left feedback you will not be able to. If you review it and leave feedback the coach will not able to. You can review without leaving feedback which will enable the coach to do so.

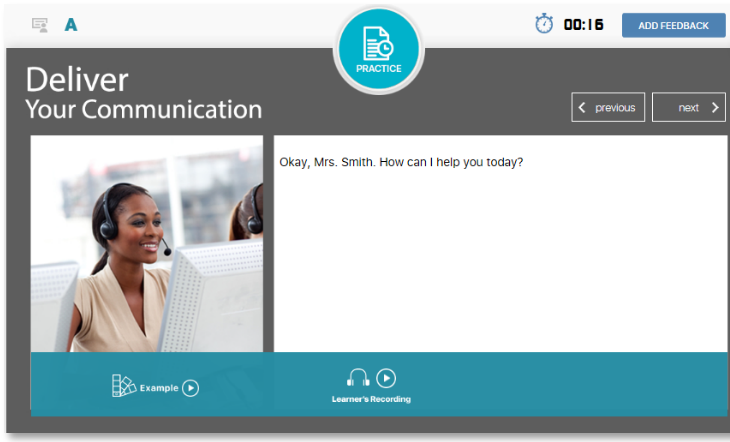
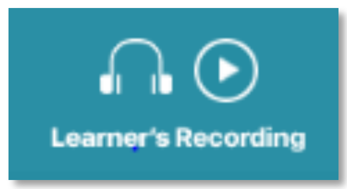
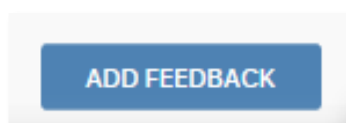


1.1 User Review and Evaluation:

- Listen to a User's Recording

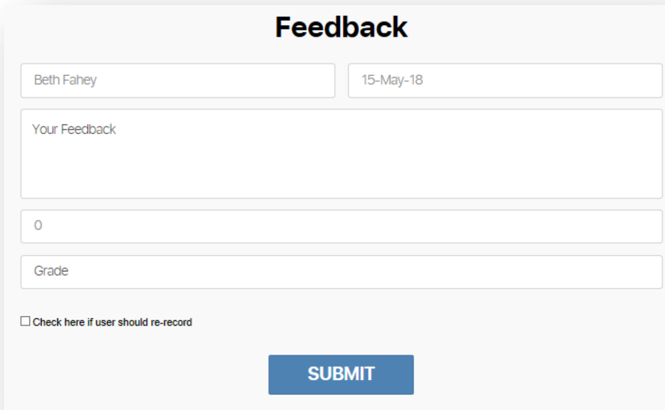
1. Click on the lesson title to highlight and then click on the blue **Review** button in the center of the screen to begin your review.
Please note: the button will be grayed out if the coach has already reviewed this lesson.



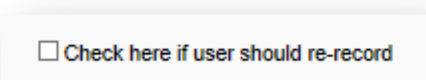
2. The **review screen** will open and look like this:	
3. You can listen to the submitted recording by clicking on the Learner's **Recording icon**.	
4. Compare to the Example by clicking on the **Example icon**.	
5. When you have completed your review of the lesson you can provide feedback by clicking on the **Add Feedback button** in the upper right corner of the screen.	

1.2 User Review and Evaluation:

- Leave Feedback



1. Your **name and date** will <u>autofill.</u>
2. Add any **feedback** in the text box.
3. Score the learner's work on a scale of **1** (**poor**) to **10** (**excellent**). This scale is the default scale for most companies. Your company admin may have made adjustments to this scale.
4. The grade (**poor, below average, average, above average, good, excellent**) will automatically appear based on the score.
   - **1** - Poor
   - **2 – 3** – Below average
   - **4 – 5** – Average
   - **6 – 8** – Good
   - **9 -10** - Excellent
5. These points are added to the learner's **Play to Win** points. You can add bonus points above 10 if desired.



If you want the learner to re-record the lesson, click the checkbox.

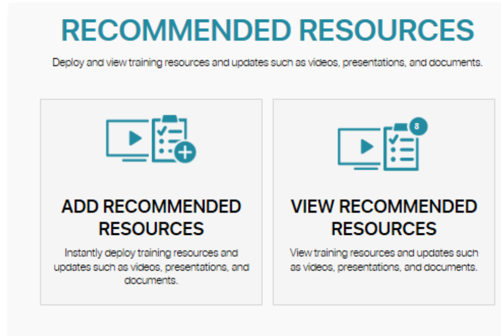
6. Once you have completed your feedback click **Submit**. A message will be sent to the learner's CC mailbox and their email stating that you reviewed a lesson and left feedback.
7. After you submit your feedback, you will not be able to back into review for that lesson until the user submits that lesson again. The option will be grayed out to indicate that you have reviewed that lesson. The coach of the user will also be unable to access the lesson to review.

****As a Super Coach you also give feedback to the quizzes**

2. Recommended Resources:

1. From here you can:

- Add new resources
- View current resources you have added for your learners to view
- View resources by coaches and company admin



<u>Add Recommended Resources</u>

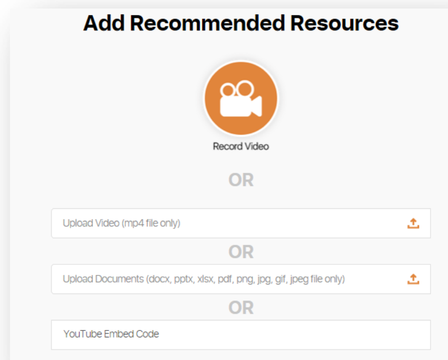
You can easily add new resources by entering the file name in the appropriate field.

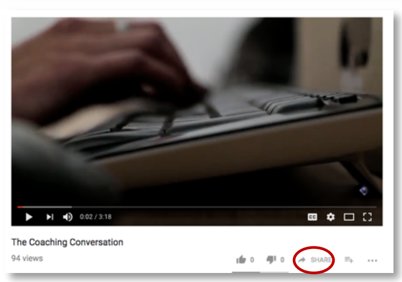
For videos and other documents click on the upload arrow and find the document on your computer.

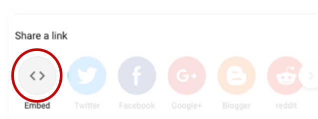
- The top field is for video files
- The top orange button is to record a video through the webcam
- The middle field is for any other type of documents such as a Word document, PowerPoint presentation, PDF, jpeg, etc.
- The bottom field is for YouTube embed codes

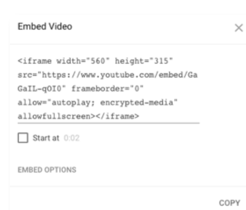
**How to embed a YouTube Video:

- On a computer, go to the YouTube video you wish to embed
- Under the video, click Share
- Click Embed
- From the box that shows up, copy the HTML code and paste it in the third bar where it says "YouTube Embed Code"



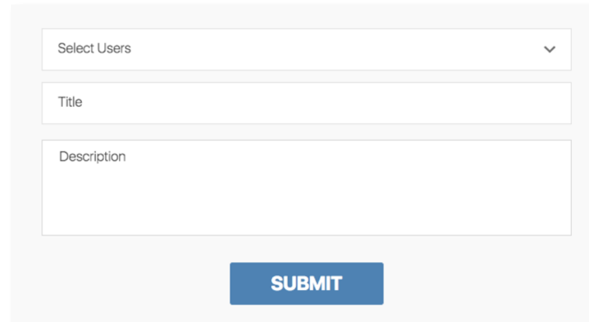






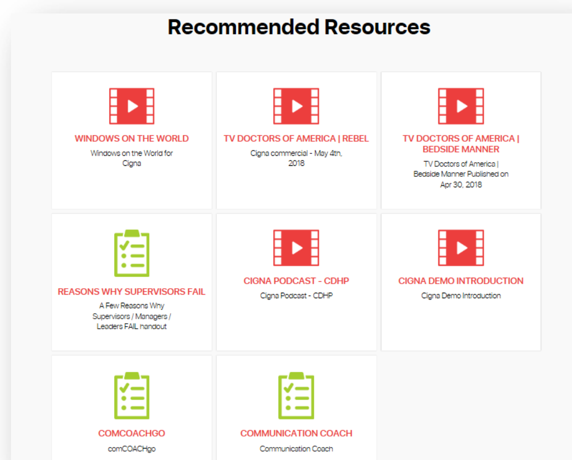
On the lower half of the screen enter the users you want to assign this resource to, the title and a brief description.

When you click on the down arrow in the **Select Users** field a list of all the users assigned to you will appear. You can Select All or individual users.
Note – remember to close this box once you have selected the user(s), so you can access the other two fields.
Once complete – click **Submit** to upload the new resource. A **message** will appear in the appropriate users' mailbox as well as in their email that a new resource has been added for their review.
Please note: only the company admin account can delete resources after they are uploaded



View Recommended Resources

This screen lets you see all the resources you have added. You will only see the resources you or one of your assigned coaches added or were added by the Administrator for review by all users.

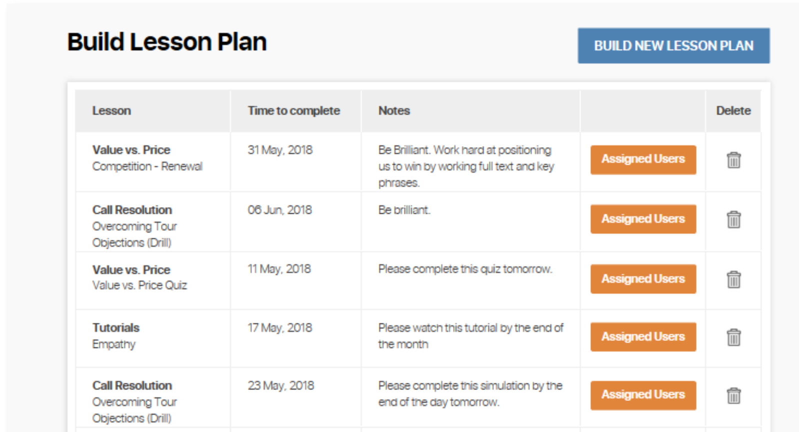


3. Build a Lesson Plan:

When you click on **Build a Lesson Plan** you will see this screen with the list of all the lessons you've assigned.

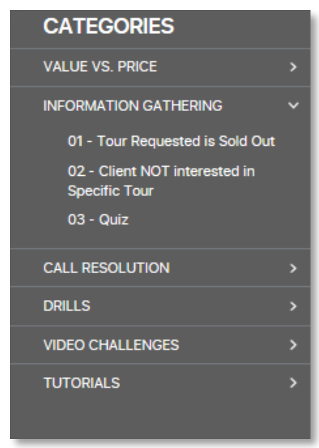
You see the **Category** and **title of the lesson**, deadline for completion, any notes you added and the list of assigned users. You can also delete this lesson from here.

1. **To build a new lesson** – click on **Build New Lesson Plan** in the upper right corner.



2. **Select** the lesson you want to assign from the **Category** tree.

Note – you can only assign one lesson at a time. If you want to assign several lessons as part of the lesson plan, complete the first one and then return to this menu to select the next lesson to assign.

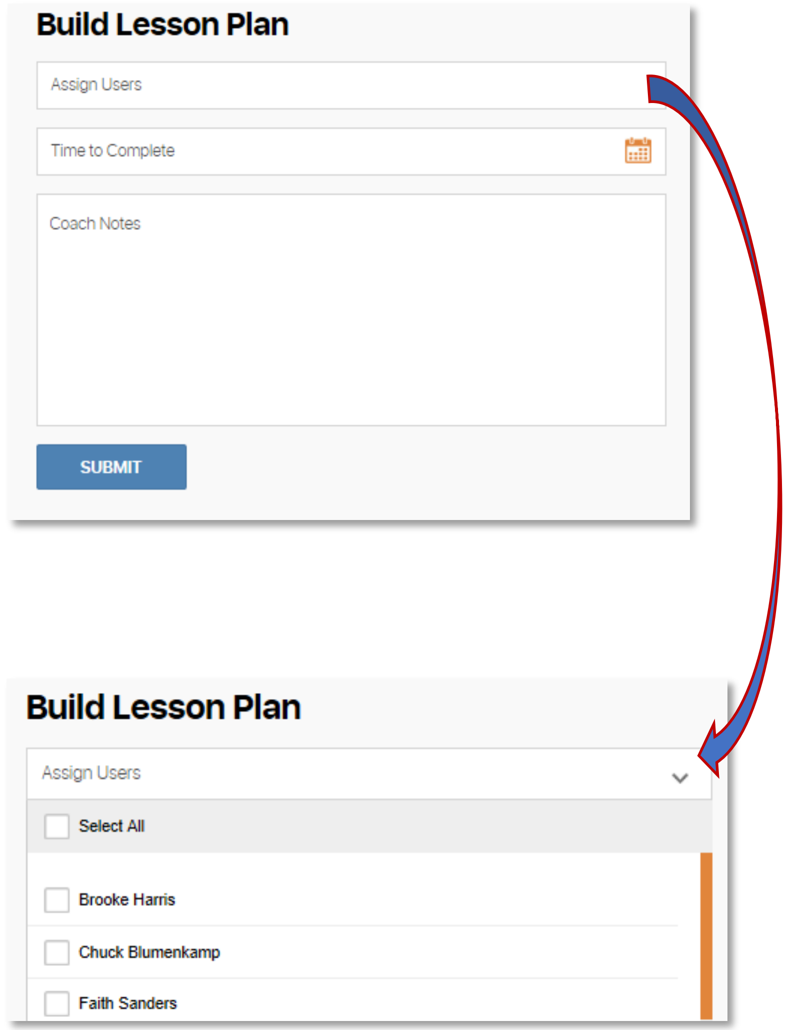


3. From this screen you will **assign** the lesson to users, set the deadline for completion and add any notes for the user to consider when working with this lesson.

4. **Click on the arrow** to the far right to show the list of users assigned to you as their coach.

You can select All in the both at the top or select individual user(s) by clicking the box in front of each name.
Note – be sure to close the drop-down box of names to access the other fields.

- Click on the **Time to Complete** box and a calendar will automatically appear. Select the date for completion.
- Click on the **Coach Notes** field to type in instructions for what the user should focus on for this lesson.
- Click **Submit**. An email notification will go to the user(s) assigned as well as a message will appear in their **Communication Coach Mail Box**.
- Users will receive automatic email and **ComCoach** mail notifications two days before a lesson plan assignment is due to remind them



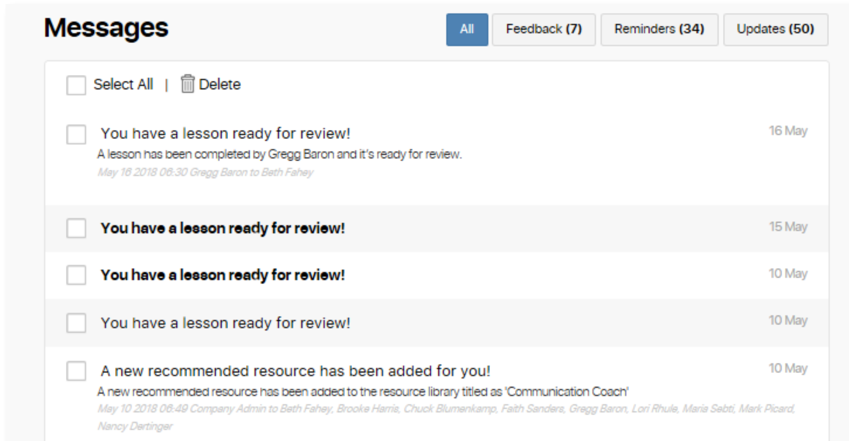
4. Mailbox:

The main Mailbox screen shows you all the messages you have sent. Any message in **bold** means you have not opened this message up to read yet.

If you click on the message it opens to show you additional information such as who it went to and what you wrote.

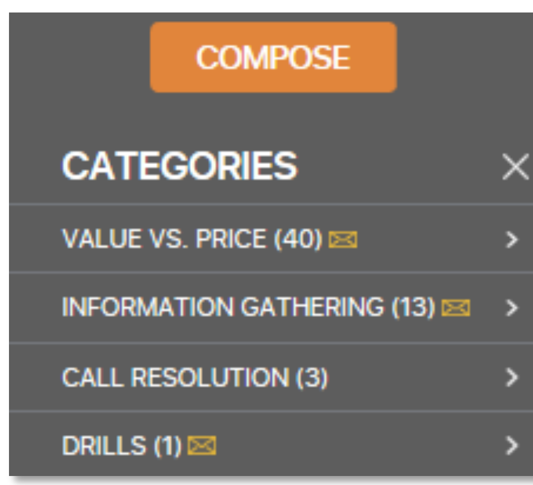
They can also be viewed in three categories by selecting one of the options across the top of the list.

- Feedback shows you all the messages you have sent to your users after you reviewed a lesson they submitted.
- Reminders are all messages showing any new resources or lesson plan added for a user.
- Updates show any lesson that is ready for review. If the message is bold, it means that you have not opened this message yet.



Composing a Message

You can compose a new message to any user(s) by clicking on the Compose button at the top of the **Category Tree**.



Here you can simply send a message to any or all users assigned to you by filling in the fields.

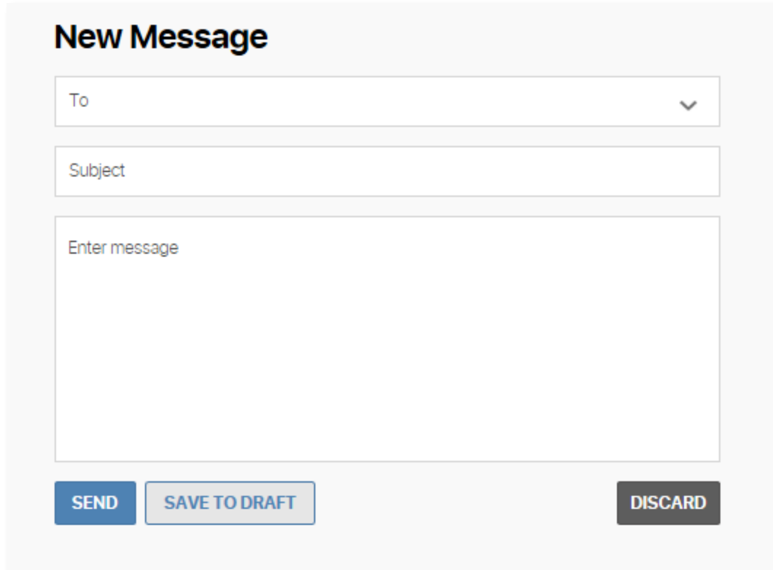
- Start by selecting the user(s) to receive the message from the drop-down box in To

- Add **the Subject** and your message in the appropriate spaces

- Once complete you can **Send, Save as a Draft** if you'd like to come back to this later or **Discard** if you decide not to send it

- You can also delete messages by clicking the boxes and then pressing delete

- Users can only respond to direct messages from you, their coach, and the admin. They cannot compose a message without a message from you.



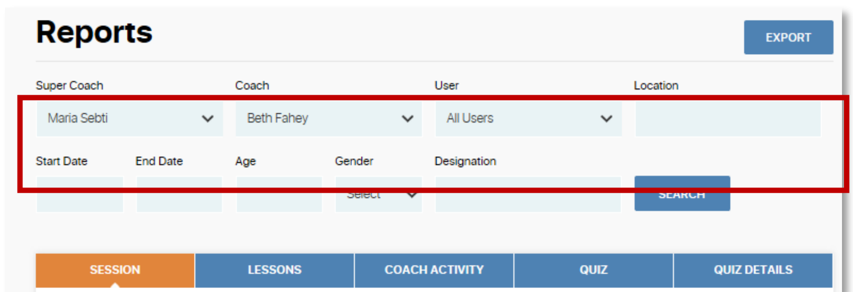
5. Reports:

Communication Coach (CC) tracks everything the users do from logging in to logging out.

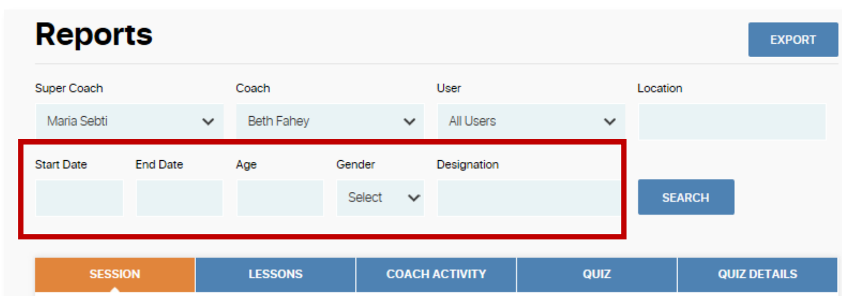
As a Super Coach, **Reports** gives you the information you need to effectively coach and guide your people to using **CC** optimally. You can see all their activity and provide feedback to appropriately adjust their usage patterns.

There are several fields you can use to narrow your search when pulling reports.

- **Super Coach** – this will auto-fill with your name.
- **Coach** – this is a drop-down list of all coaches assigned to you.
- **User** – this is a drop-down list of all users assigned to one of your coaches. You can select All Users or individual user(s) to review their activity.
- **Location** – this is an optional field that some clients use in their user profile. It is typically used when they have users in different locations/centers

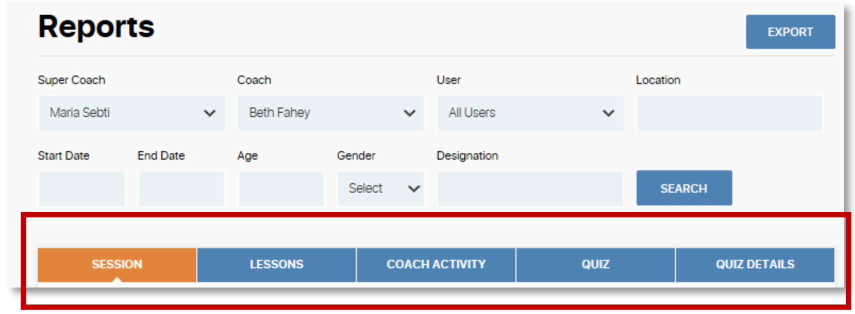


- **Start Date / End Date** – you can select a date range for reviewing reports. If not, it will default to the entire date range of usage.
- **Age** – this is an optional field some client use on their user profile
- **Gender** – this is an optional field some clients use in their user profile
- **Designation** – this is an optional field some clients use in the user profile. It is typically used to indicate different groups that are using the same CC platform such as sales, service, IT, etc.



Once you have indicated the search parameter, click Search to pull up that specific data.
You also have different views of the data:

- **Session** – overview of the user's activity from log-in to log-out for each session
- **Lesson** – overview of the user's activity lesson by lesson
- **Coach Activity** – an overview of your activity as the coach
- **Quiz** – an overview of the user's quiz scores
- **Quiz Detail** – question by question details for each quiz

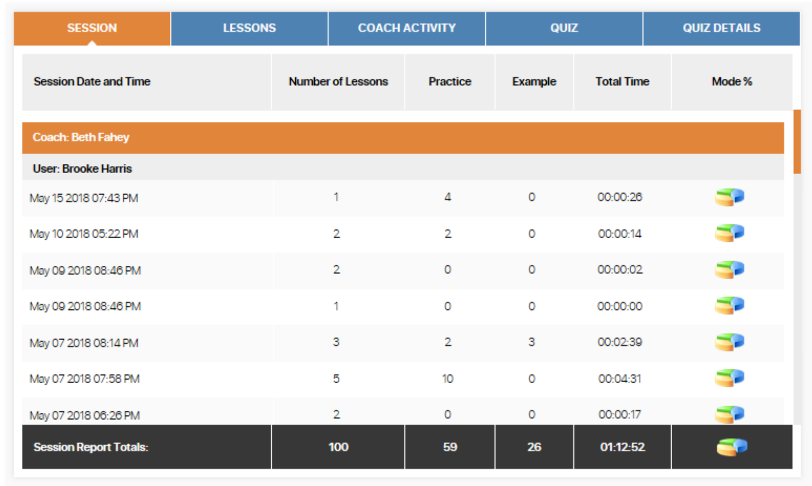


Session Report

The Session Report gives you an overview of how the user spent his/her time for each session. The columns from left to right are:

- **Date and Time** – when the user logged in
- **Number of Lessons** – the total number of lessons the user interacted with
- **Practice** – how many times they did a lesson in Practice mode
- **Example** – how many times they did a lesson in Example mode
- **Total Time** – the total amount of time spent in Communication Coach
- **Mode %** - the percentage breakdown of time between Practice and Example

**As a Super Coach you can see all the coaches and the users' activity that you are assigned to

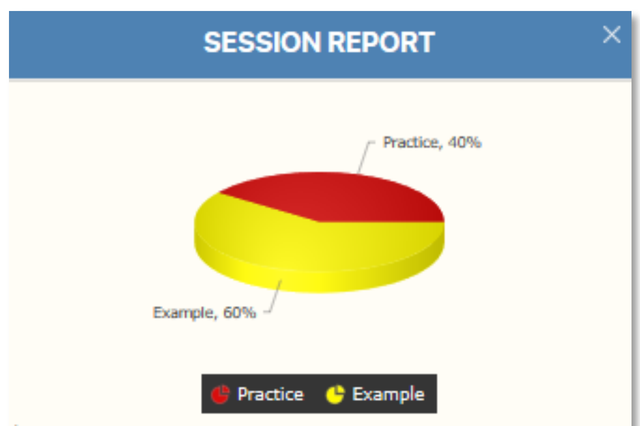


SESSION | LESSONS | COACH ACTIVITY | QUIZ | QUIZ DETAILS

Session Date and Time	Number of Lessons	Practice	Example	Total Time	Mode %
Coach: Beth Fahey					
User: Brooke Harris					
May 15 2018 07:43 PM	1	4	0	00:00:26	
May 10 2018 05:22 PM	2	2	0	00:00:14	
May 09 2018 08:46 PM	2	0	0	00:00:02	
May 09 2018 08:46 PM	1	0	0	00:00:00	
May 07 2018 08:14 PM	3	2	3	00:02:39	
May 07 2018 07:58 PM	5	10	0	00:04:31	
May 07 2018 06:26 PM	2	0	0	00:00:17	
Session Report Totals:	100	59	26	01:12:52	

What you are looking for

- **Total Time of 10 – 20 minutes for each session**
- Mode % - 70% or more of the user's time in Practice (based on best practices a user who spends 70% or more of their time in Practice will show the greatest impact on performance improvement.)



Lesson Report

The data below shows the specific lessons the user interacted with in that category. The columns from left to right are:

Title – the title of the category and lessons (note – only lessons the user has interacted with show up here.)

Exam (Example) – the total of times the user listened to the Example.

Full Text Pra (Practice) – the total of times the user used Practice mode for that lesson in Full Text

Full Text Tog (Toggle) – the total of times the user used the toggle buttons in Full Text (Example, Listen to my Recording, Record) (Note – this pertains to the entire lesson, not each screen that they might have used the toggle buttons.)

Key Phrase Pra (Practice) – the total of times the user used Practice mode for that lesson in Key Phrases

Key Phrase Tog (Toggle) – the total of times the user used the toggle buttons for that lesson in Key Phrases

Coaching Screen – the total of times the user accessed the Coach screen for that lesson

Mode % (pie chart) – the percentage of time spent in Example, Practice and Toggle

Lesson Report shows each lesson the user has interacted with and how he/she spent their time with that lesson. This report is cumulative over the entire time the user uses CC, not limited to a single session.

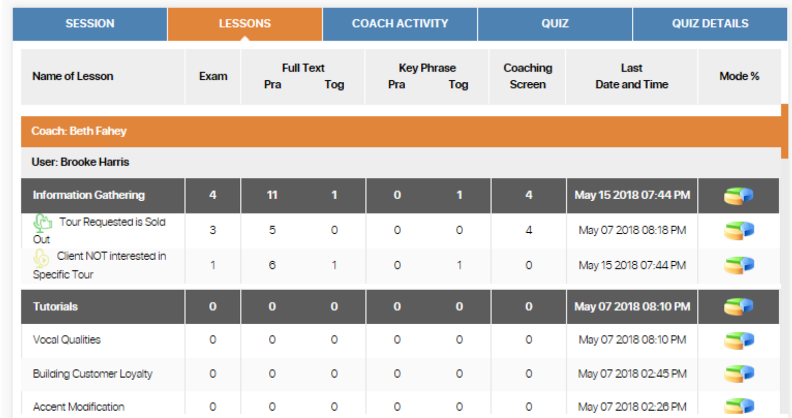
The data is subdivided into Categories. The black bar shows the category name, the total types of interactions in that category and the last date and time the user interacted with a lesson in that category.

SESSION | LESSONS | COACH ACTIVITY | QUIZ | QUIZ DETAILS

Name of Lesson	Exam	Full Text Pra	Full Text Tog	Key Phrase Pra	Key Phrase Tog	Coaching Screen	Last Date and Time	Mode %
Coach: Beth Fahey								
User: Brooke Harris								
Information Gathering	**4**	**11**	**1**	**0**	**1**	**4**	**May 15 2018 07:44 PM**	
Tour Requested is Sold Out	3	5	0	0	0	4	May 07 2018 08:18 PM	
Client NOT interested in Specific Tour	1	6	1	0	1	0	May 15 2018 07:44 PM	
Tutorials	**0**	**0**	**0**	**0**	**0**	**0**	**May 07 2018 08:10 PM**	
Vocal Qualities	0	0	0	0	0	0	May 07 2018 08:10 PM	
Building Customer Loyalty	0	0	0	0	0	0	May 07 2018 02:45 PM	
Accent Modification	0	0	0	0	0	0	May 07 2018 02:26 PM	

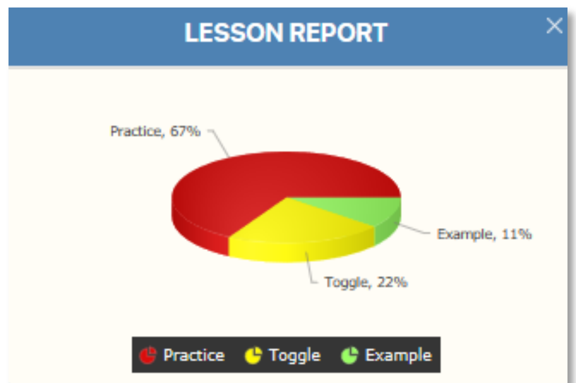
What you are looking for

- The icons in front of the lesson title indicate the status of the lesson:
  - Yellow microphone – new recording ready for review
  - Green microphone – you've reviewed it and scored it as good or better
  - Red microphone – you've reviewed and indicated they should do this one again
- Full Text / Key Phrases – is the user moving to Key Phrases appropriately?
- Practice / Toggle – is the user spending 70% or more of their time in Toggle while doing their practice?
- Coach screen – has the user visited the Coach screen at least once?



SESSION | LESSONS | COACH ACTIVITY | QUIZ | QUIZ DETAILS

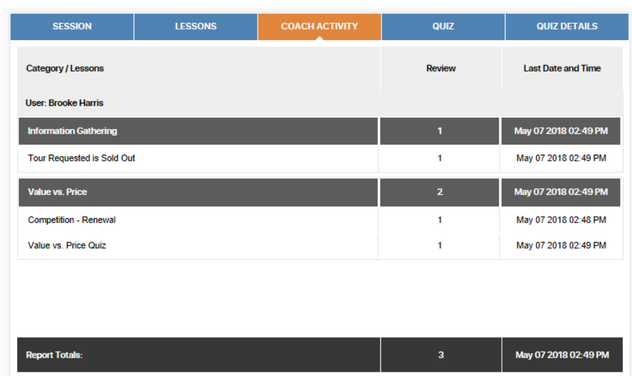
Name of Lesson	Exam	Full Text Pra	Full Text Tog	Key Phrase Pra	Key Phrase Tog	Coaching Screen	Last Date and Time	Mode %
Coach: Beth Fahey								
User: Brooke Harris								
Information Gathering	4	11	1	0	1	4	May 15 2018 07:44 PM	
Tour Requested is Sold Out	3	5	0	0	0	4	May 07 2018 08:18 PM	
Client NOT interested in Specific Tour	1	6	1	0	1	0	May 15 2018 07:44 PM	
Tutorials	0	0	0	0	0	0	May 07 2018 08:10 PM	
Vocal Qualities	0	0	0	0	0	0	May 07 2018 08:10 PM	
Building Customer Loyalty	0	0	0	0	0	0	May 07 2018 02:45 PM	
Accent Modification	0	0	0	0	0	0	May 07 2018 02:26 PM	



Coach Activity

Shows what lessons the selected coach has reviewed for each of their assigned users. The columns from left to right are:

- Category / Lesson title – the name of the lesson reviewed
- Review – the number of times you have reviewed this lesson
- Date and Time – the date and time of the last time you reviewed this lesson



SESSION | LESSONS | COACH ACTIVITY | QUIZ | QUIZ DETAILS

Category / Lessons	Review	Last Date and Time
User: Brooke Harris		
Information Gathering	1	May 07 2018 02:49 PM
Tour Requested is Sold Out	1	May 07 2018 02:49 PM
Value vs. Price	2	May 07 2018 02:49 PM
Competition - Renewal	1	May 07 2018 02:48 PM
Value vs. Price Quiz	1	May 07 2018 02:49 PM
Report Totals:	3	May 07 2018 02:49 PM

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Quiz Report

This report gives you an overview of the results for each quiz taken and the number of times the user attempted the quiz.
Columns from left to right are:

- Name of Lesson – the name of the category and quiz
- Quiz Result – the score for the last attempt
  - Correct – the number of questions answered correctly
  - Incorrect – the number of questions answered incorrectly
  - Score – the % score of current answers
- History
  - Min (Minimum) – the lowest score of all attempts
  - Max (Maximum) – the highest score of all attempts
- Attempts – the total number of times the user took this quiz
- Last Date and Time – the date and time of the last attempt

SESSION | LESSONS | COACH ACTIVITY | QUIZ | QUIZ DETAILS

Name of Lesson	Quiz Result			History		Attempts	Last Date and Time
	Correct	Incorrect	Score	Min	Max		
User: Brooke Harris							
Value vs. Price	**4**	**0**	**100**	**50**	**100**	**13**	**May 07 2018 08:06 PM**
Value vs. Price Quiz	4	0	100	50	100	13	May 07 2018 08:06 PM

Quiz Details Report

This report gives you the details for each quiz question.
The columns from left to right are:

- Category / Quiz Title – the category and title of the quiz
- Attempts -the number of times the user answered that question
- Answer – the most recent answer to that question
- Result – if the answer is correct or incorrect
- Correct Answer – what the correct answer is
- Last Date and Time – the last date and time the user answered this quiz question

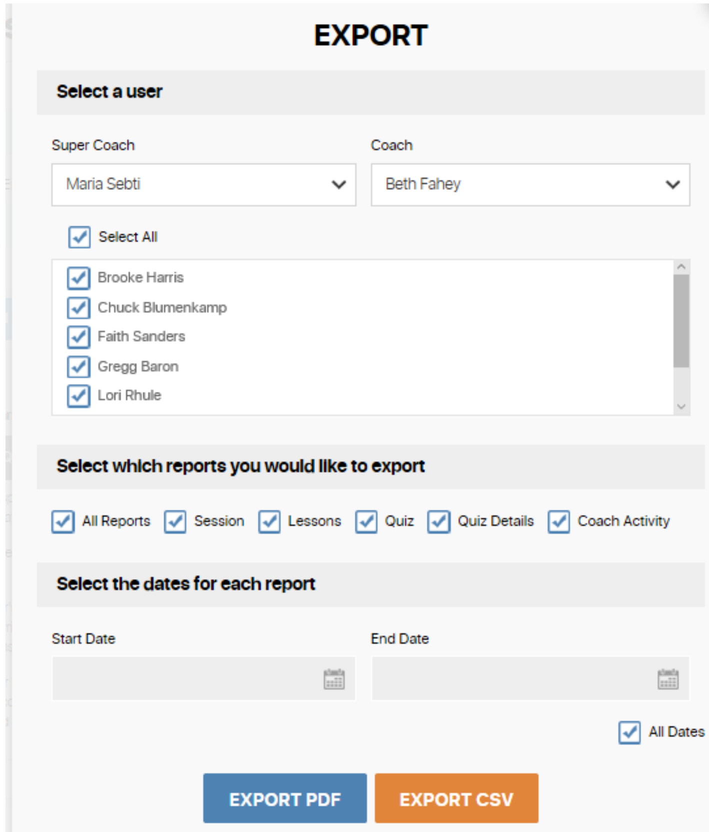
SESSION | LESSONS | COACH ACTIVITY | QUIZ | QUIZ DETAILS

Lesson	Attempts	Answer	Result	Correct Answer	Last Date and Time
User: Brooke Harris					
Value vs. Price Quiz					**May 07 2018 08:06 PM**
Select correct response from below: Value vs. Price may be defined as: ____	1	b	Correct	b	May 07 2018 12:08 AM
Issuing Loyalty credit builds customer loyalty.	1	false	Correct	false	May 07 2018 12:08 AM
When a customer's attention is momentarily on Price, we lead the conversation by asking questions that:	2	c	Correct	c	May 07 2018 08:06 PM
When a customer is considering switching to the competition, our goal is to emphasize and position Verizon Value that:	2	d	Correct	d	May 07 2018 08:06 PM

Export

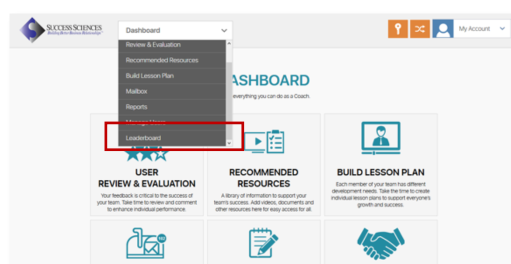
You can select specific data to export using the fields on the screen:

- **Select a user** – select all or specific individuals
- **Select which reports you would like to export** – you can select all or specific reports
- **Select the dates for each report** – you can set a date range for the data to export or select All Dates
  Format – PDF or CSV (Excel spreadsheet) file
  ****Please note: your file will be downloaded to your "downloads" folder unless you have changed your browser settings to do otherwise**

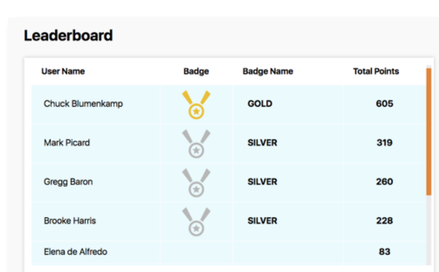


» You can also view the Leaderboard:

- In the main dashboard, click the upper left-hand drop-down menu.



- You can see the top-ten ranked users.
- Users get badges using the point ranges in the "Play to Win" section. The badges show up in the upper right corner of the user's account as well as on the leaderboard.

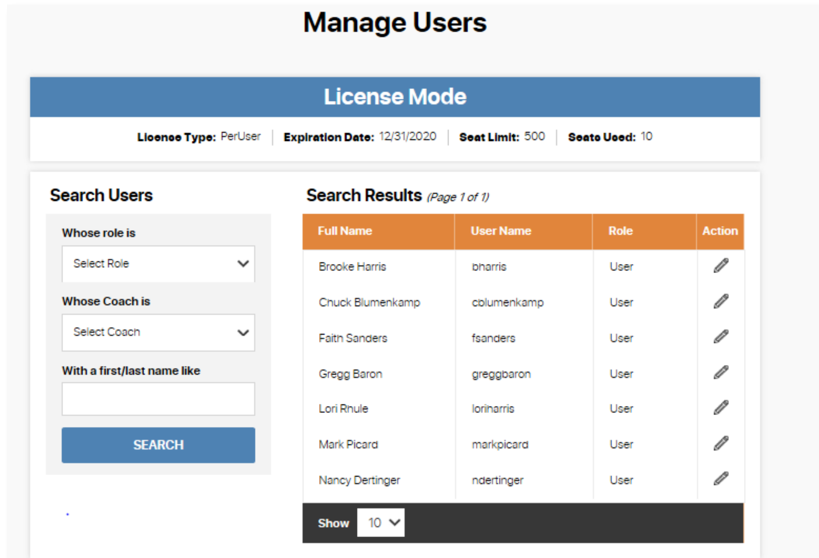


6. Manage Users:

As a Super Coach, you can update a user's profile as changes occur.

To search for a specific user, fill in the first or last name and click **Search**.

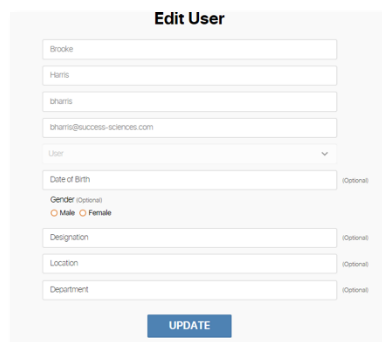
When you see the user's name on the list click on the icon under Action to access that person's profile.

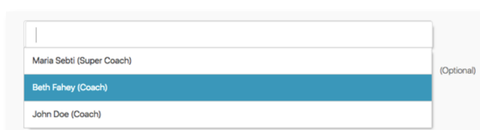


In the user's profile, you can make changes to:

- **First name**
- **Last name**
- **Email address**
- **Coach Assignment**
- **Date of Birth**
- **Gender**
- **Designation**
- **Location**
- **Department**

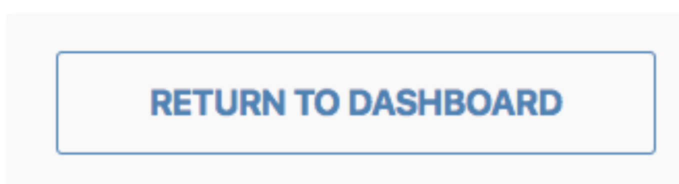
Once you have made the appropriate change click Update to submit the change.





**At any point throughout this process you will have this button at the bottom of the page as an option to get back to your dashboard

**You can also click on the logo in the upper left corner to go back to the dashboard from any area of the web app



7. FAQs:

If you still have any questions about Communication Coach that weren't covered above, please go to the following link: http://communication-coach.com/faqs