

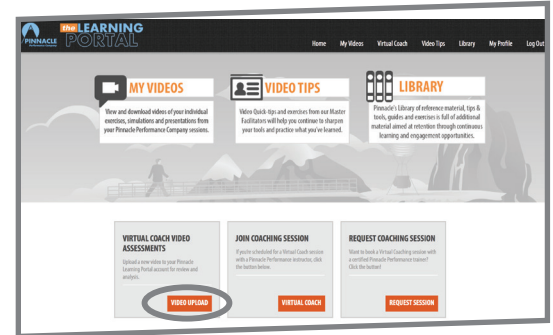
Virtual Coach Quickstart Guide

Why Virtual Coach?

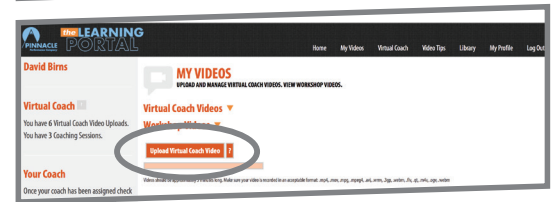
Virtual Coach is Pinnacle's online communication and presentation skills coaching suite. Upload your personal video and receive a comprehensive written evaluation and action plan. Then schedule an online coaching session with your personal master coach to review your action plan or learn new techniques.

- 1 Login to the Pinnacle Learning Portal.** You will receive an email with your login details to access your exclusive Pinnacle Learning Portal.

Login to your page at www.pinper.com at www.pinper.com and request a Video Assessment or Coaching Session.



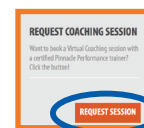
- 2 Video Assessment:** Begin your video assessment, upload your video by clicking the **Video Upload** button in the Virtual Coach video assessment box. This will take you to your video management page where you can upload your video by clicking the **Upload Virtual Coach Video** button. Select a video* to upload and provide details to assist your personal coach in its evaluation.



***Video Tips:** Your video's subject can be anything you are comfortable with: the first few minutes of a presentation, a funny story, instructions on how to do something, etc. It is useful to start with a personal introduction. Accepted formats: mp4, mov, mpg, mpeg4, avi, wmv, 3gp, webm, flv. Videos should be less than 500MB.

- 3 Virtual Performance Report:** Return to your Virtual Coach page to review the videos you've submitted and retrieve your Virtual Performance Report. Your VPR will contain an expert analysis of your communication effectiveness and a detailed action plan for improvement.

- 4 Schedule Coaching Session:** From your Pinnacle Learning Portal home page you can request your coaching session by clicking the **Request Session** button. Once you select a time frame, select a session focus**, and complete a brief questionnaire, you will be assigned a personal coach. He/she will contact you directly to set up the your virtual coaching session.

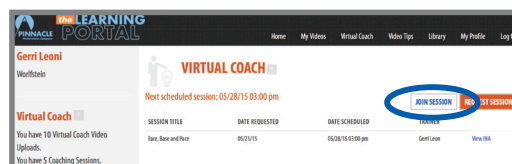


**Sample Session Options

First Impressions
Overcoming Stage Fright
Projecting a Confident Presence
Influencing with Intention and Objective
Effective Storytelling
Impromptu Speaking
Handling Tough Questions
Executive Presence

Presenting to Senior Leadership
Delivering Difficult News
Leading a Team Through Change
Providing Feedback
Customer Service Communication
Being Assertive
Running Effective Meetings
Media Training
Negotiating Basics

Joining the Coaching Session: From your Pinnacle Learning Portal home page, you can join your private meeting room by clicking the **Virtual Coach** button. When your session has been scheduled there will be an option to **Join Session**. Once you join the session, all you need to do is click **Allow** to enable Virtual Coach to access the video and audio on your computer. Your master instructor will join to moderate the session.



Coaching Session Request

☐ Check here if you attended a live Pinnacle Workshop

I am free:

Time:

Scheduling Notes:

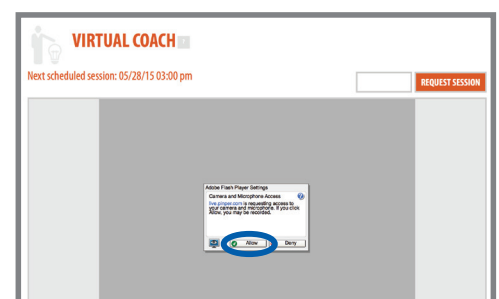
Session topic:

Where there any points made in the Virtual Performance Report you'd like clarified?

Is this a particular communication situation you'd like to discuss?

Please provide any other relevant details you want to share prior to your coaching session.

SUBMIT





Who is Pinnacle Performance Company?

Pinnacle Performance Company is a global communication skills training firm.

Utilizing The Award-Winning Pinnacle Method™, we have helped thousands of individuals annually around the world improve the effectiveness of their communication.

The Pinnacle Method 3-Step Process:

By analyzing your audience, understanding your message objective, and modifying your delivery to communicate a clear intention, you can influence any audience, with any message and in any forum in order to generate the reaction you want.

"Communication—the human connection—is the key to personal and career success."

Paul J. Meyer

What do we evaluate?

In a word, Virtual Coach assesses you. Pinnacle will thoroughly breakdown your communication skills and give you the tools necessary to increase your confidence and enhance your presence. How does this happen?

Virtual Performance Report

After evaluating your video, your personal coach will provide you with an exhaustive analysis of your strengths and challenge points. This document will contain a complete diagnosis of your body language, vocal delivery, strength of presence, and overall appearance of confidence. It will also contain suggestions for improvement exercises and reading material you can utilize to enhance your skills.

Private Coaching

Feedback in a bubble isn't very valuable. Using your Performance Report as a foundation, your personal coach will engage you in a 45 minute, virtual session to debrief and dialogue about his/her observations and collaborate on a comprehensive action plan for improvement. In addition, you may also focus the session on a special topic.

Pinnacle Learning and Retention Portal

In addition, you receive access to your private Pinnacle learning library, which contains additional articles, exercises, videos, and other resources to enhance your advancement process.

About Our Coaches

Coaching is provided by Pinnacle's Master Instructors: experienced men and women who have traveled the world delivering Pinnacle's award-winning training. Using a blend of performance and corporate expertise, Pinnacle Master Instructors are the best at what they do: Performance-Based Training. All Pinnacle instructors across the globe complete a rigorous certification process each year. We never use freelance instructors.