

Take your coaching activities virtual!

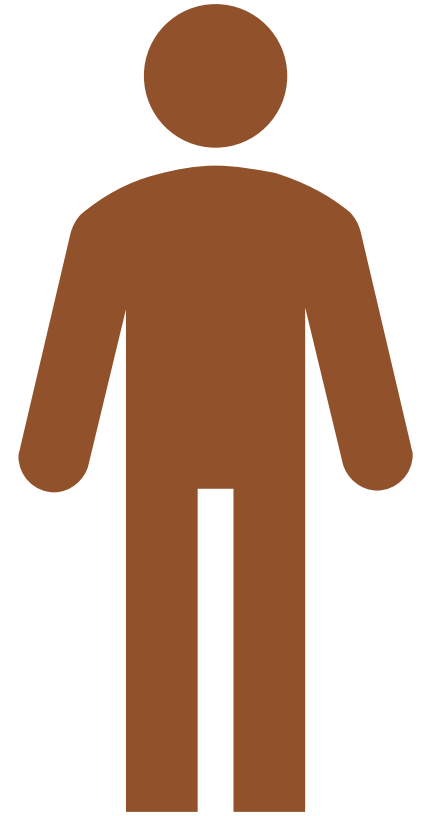


Coaching is...



*Working **together** to help
someone reach their
full potential.*

PicWord



PicWord



Acronyms

AHT

CSAT

DOB

Acronyms

Communication

Accountability

Responsiveness

Empathy

Solution

Acronyms

- ♥ **H**ear
- ♥ **E**mpathize
- ♥ **A**gree
- ♥ **R**elationship build
- ♥ **T**hink

Pay attention!
Listen!
Execute!
Ask!
Serve!
Exceed!

Service
Make their day
Attitude
Reliability
Teamwork

Great
GET
REALLY
EXCITED
ABOUT
TODAY

Delight customers
Elect to spread positivity
Lead with solutions and embrace change
Increase communication with open engagement
Go the extra mile with passion
Hold oneself accountable
Treasure culture and freedom

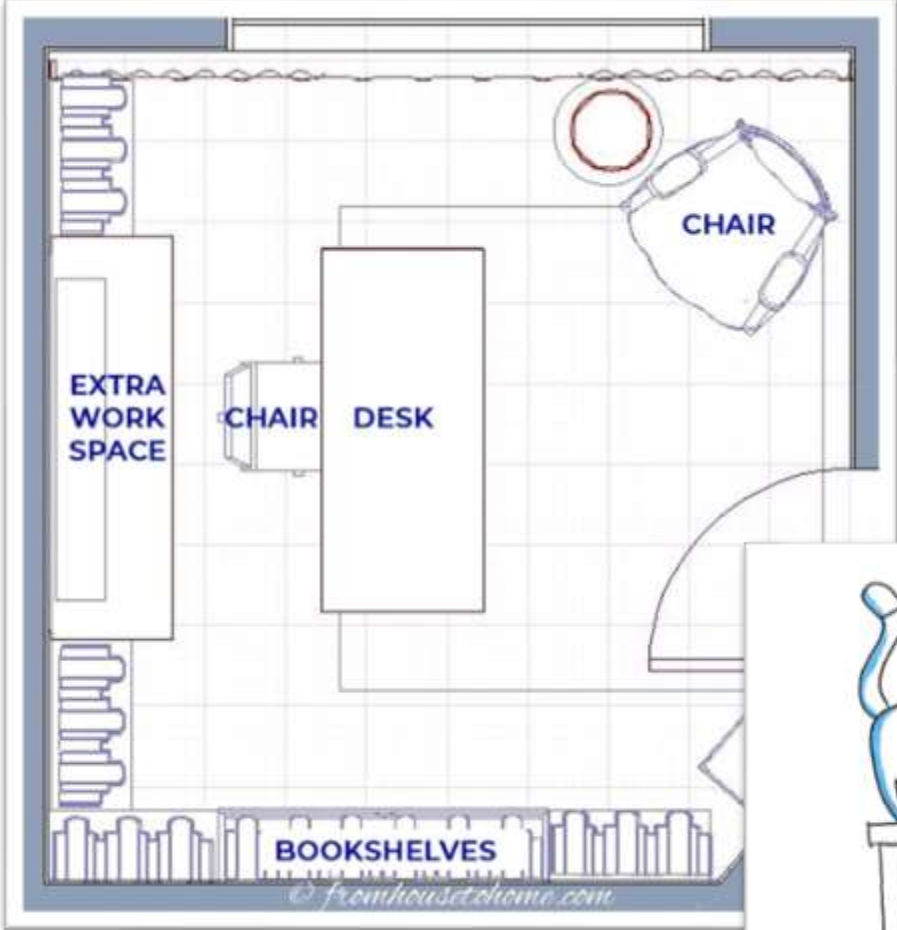
S.E.R.V.I.C.E.
Social,
Enthusiastic,
Responsible,
Vibrant,
Intelligent,
Courteous,
Engaged

- G – Greet the customer
- U – Understand customer needs
- E – Explain features and benefits
- S – Suggest additional items
- T – Thank the customer

Drawin



Drawing



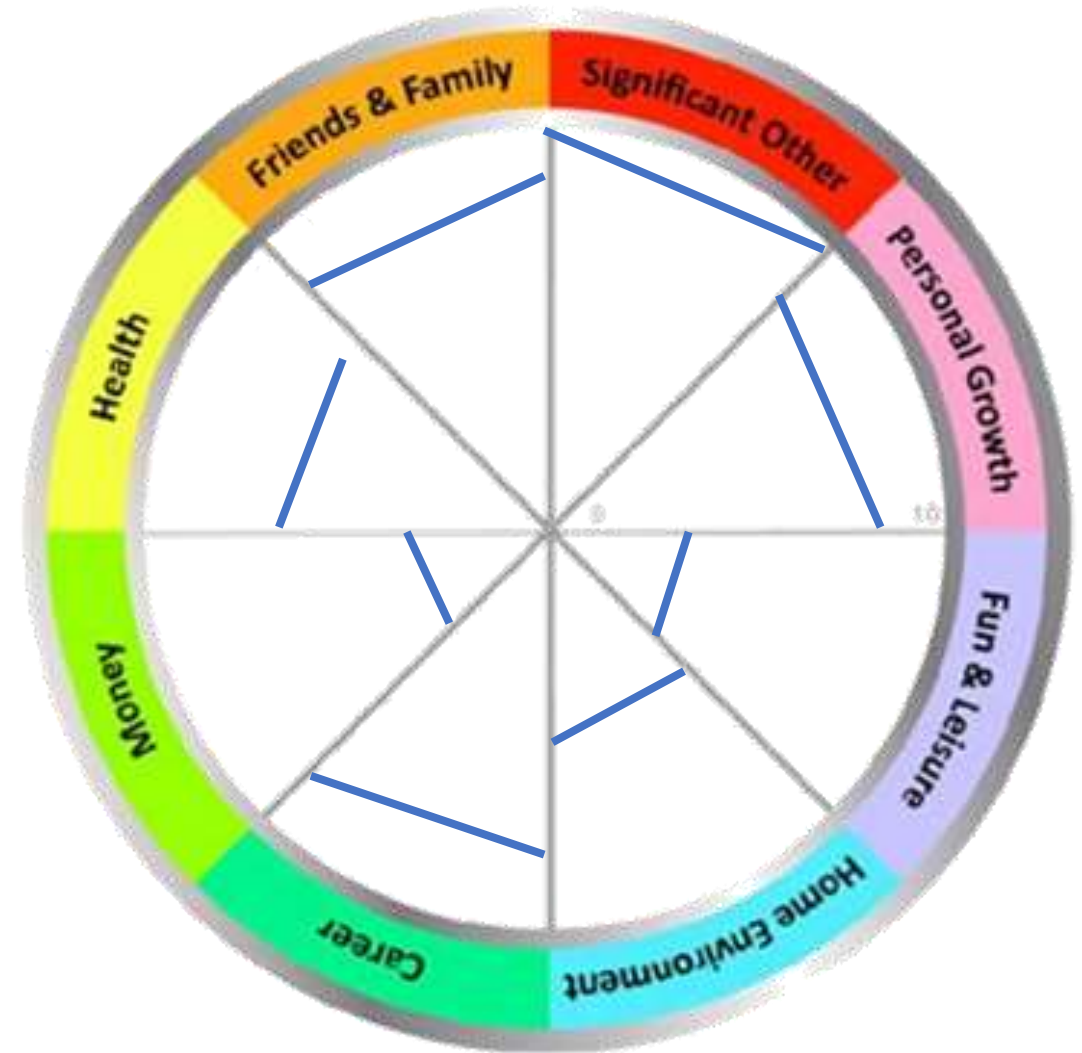
Polls

I feel **less stressed**
working from home.

- Strongly agree
- Agree
- I don't feel any different
- Disagree
- Strongly disagree

Wheel of life

1. Change the categories to suit the coaching purpose and draw a segmented pie.
2. Score the centre 0 for very dissatisfied and the outer edge 10 for very satisfied.
3. Draw a line in each segment to indicate your satisfaction in each area.



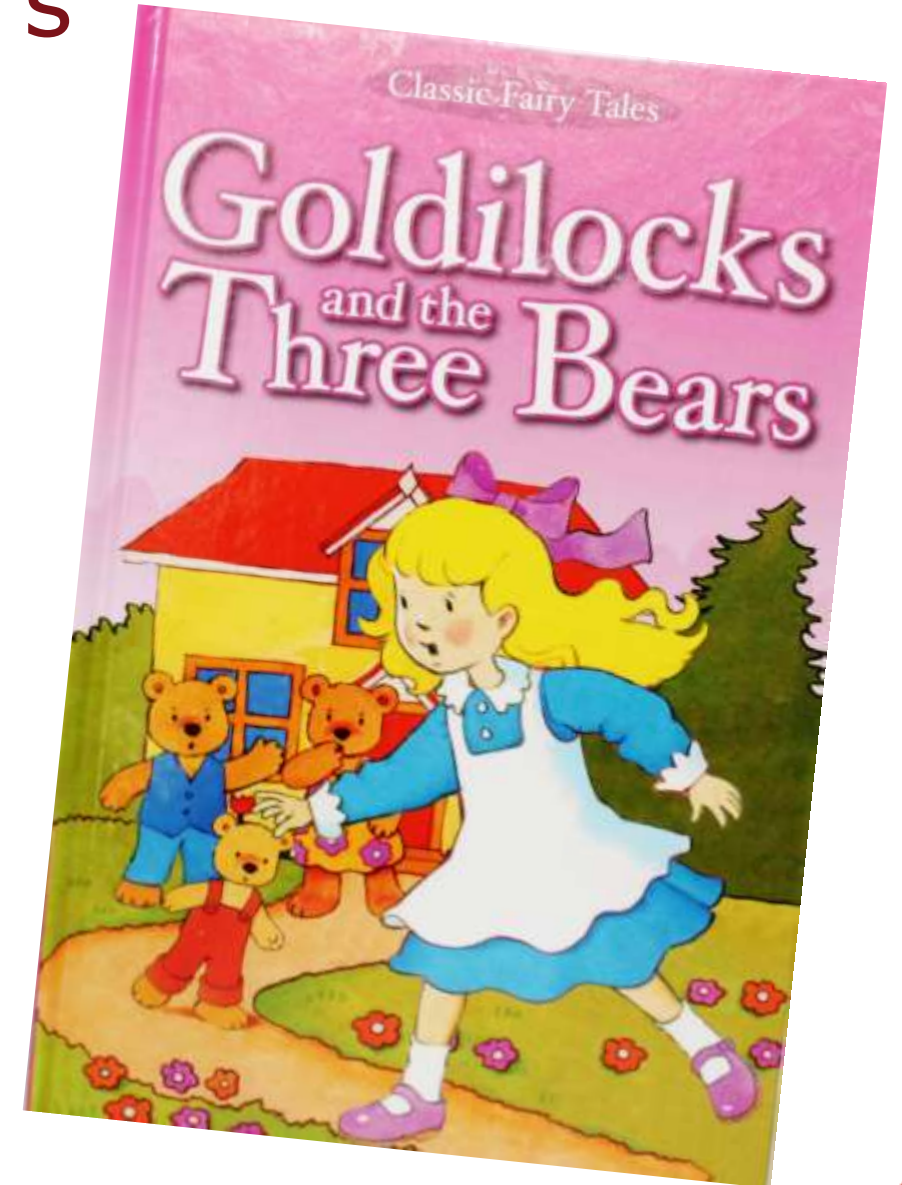
Goldilocks and the Three Bears

Goldilocks wanders into the house of the Three Bears. She tastes their porridge, finding one bowl "too hot," one bowl "too cold," and one bowl "just right."

Goldilocks also tries out their chairs, finding one chair "too big," one "too small," and one "just right." Then she tries out the bears' beds, finding one bed "too hard," one "too soft," and one "just right."

She falls asleep in Baby Bear's "just right" bed. When the bears return, they find that someone has been eating their porridge, sitting in their chairs, and sleeping in their beds.

They discover Goldilocks in the "just right" bed and she runs away.



Goldilocks and the Three Bears

1. Goldilocks was a small girl.
2. Goldilocks knocked on the door before entering the house.
3. The bears had porridge for breakfast.
4. Papa Bear's porridge was too hot.
5. There were three bears.
6. Goldilocks ate all the porridge in one bowl.
7. There were three chairs in the lounge.
8. Goldilocks broke the baby bears chair.
9. Goldilocks went upstairs to the bedroom.
10. Mama Bear's bed was too soft.
11. When Goldilocks saw the bears she was frightened.
12. Goldilocks ran off into the forest.

FALSE

Do you feel energised about coaching?

