

2 – 3 MONTHS

Understand Situation

Introduction

- Establish rapport
- Understand process and interaction

Situational Analysis

- Establish opportunity / challenges
- Understand client context

Feedback Gathering

- Internal sources of feedback (e.g. 360)
- 3rd party assessments (e.g. Hogan)

2 – 3 MONTHS

Plan / Pilot

Interpret Feedback

- Integrate experience with 360 feedback and assessment information
- Explore new concepts

Develop and Evaluate Options

- Explore options for change
- Consider benefits and costs of options
- Understand alignment with overall goals

Plan

- Focus on actions to implement
- Identify potential barriers and mitigating strategies
- Begin testing new approaches

1 – 2 MONTHS

Act / Refine

Implement Action Plan

Assess and Refine Plan

- Understand success and challenges
- Refine plan to address issues
- Identify mechanisms to stay on track

Measure Success

- Feedback from 360 participants on changes

Define Next Steps

- Develop ongoing strategies to take beyond the engagement

MANAGER CHECK INS

- Agree on situation
- Identify priorities for focus

- Share action plan and get feedback
- Gain buy-in for manager support

- Review success to-date /challenges
- Discuss plan refinement
- Share next steps post coaching