



## Team Coaching Process



### Phase One: Discovery

Early discovery work is designed to ensure that expectations about the team coaching process are clear and that the team is a good fit for the proposed engagement. This phase includes the identification of team members, defining outcomes, and approval of the team coaching proposal.

### Phase Two: Team Diagnostic

The Team Diagnostic™ is initiated via email to all team members. The confidential assessment is accessible online via internet, 24/7. This phase includes selecting 3-5 open-ended questions to customize the diagnostic, review and interpret results, finalize team meeting details, and design workshop agenda.

### Phase Three: Reveal Results

An offsite workshop is conducted to “reveal the system to itself” and to share the results of the team diagnostic report. The results are deliberately designed in layers, starting at the highest level (overall themes) and then drilling down into what the team said about themselves (specific areas of alignment/misalignment). Throughout the day the facilitator leads the team through exercises to create context and learning opportunities specific to areas identified in the report. This phase includes the distribution of the team results, determination of the areas of focus for team coaching, and gaining commitment on a team action plan.

### Phase Four: Team Coaching & Development

We believe change takes place over time. Our coaching approach calls for action and accountability of the team supported by regular team coaching and development sessions over a six month period. These sessions generally occur once per month each for 60 to 90 minutes. Where geographically possible it is ideal to conduct team coaching sessions in person; however we recognize that teams often operate virtually. In order to support and foster virtual collaboration it is imperative that the coaching process mirrors your organization’s reality.

### Phase Five: Post Assessment

A follow-up one day, workshop is conducted with the team to review the results of a second Team Diagnostic™ assessment. This critical step allows an opportunity for the team to see a progress report, plan its next development actions, as well as highlight and celebrate its success. We have found that teams who know upon commencement that the diagnostic will be repeated, generally have a higher level of commitment to the development process.



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