

The Edge Coach: Bill Baker has completed a results interpretation call with:

Participant Name: John Doe

Participant Email:

Participant Phone:

You are receiving this information as John's Manager

Coach's comments from Results Interpretation Call:

Observations:

What are the strengths you feel this leader possesses? John does a good job at planning out his day and the goals that he has for his clients. From our conversation it is also evident that he is ethical in his dealing with others, although his knowledge assessment score was low in this area. John stated that he got confused with some of the questions and this may have added to a lower score. John and his supervisor also feel that customer service is one of John's strengths.

What are the areas for development you feel this leader should focus on? John needs to work more on preparing effective sales presentations and identifying the needs of the client. This will aid him in focusing in on what the client needs and speaking directly on how his organization can help with those needs. John should also focus his attention on communicating effectively.

What action item(s) do you recommend for this leader in order to achieve their desired goal? John should review the knowledge assessment. He should also speak with his HR department regarding the internal resources they have available to develop his skills. Learning more about the products the company offers will help with fulfilling needs once they are identified. John should begin creating an action plan as he will be meeting with his manager in two weeks to discuss the action plan.

The manager participated in the call.