

# COACHING SESSION GUIDE

---

Use this tool for guidance in facilitating a productive and collaborative coaching session that measures development since previous sessions, current performance, and goals for continued growth. This guide can be used monthly or more frequently, depending on your coaching approach, to produce continuous improvement and innovation.

**Employee Name:**

**Coach Name:**

**Date of Review:**

**Hire Date:**

## KPI & Metrics Performance

AHT	
Target	Actual
<input type="text"/>	<input type="text"/>

CSAT	
Target	Actual
<input type="text"/>	<input type="text"/>

QA	
Target	Actual
<input type="text"/>	<input type="text"/>

Attendance	
Target	Actual
<input type="text"/>	<input type="text"/>

Custom Metric:	
Target	Actual
<input type="text"/>	<input type="text"/>

Custom Metric:	
Target	Actual
<input type="text"/>	<input type="text"/>

If you would like to learn more, contact us at [connect@callinsite.com](mailto:connect@callinsite.com)



# COACHING SESSION GUIDE

---

## Employee Wins

What Great Things Have You Done?

How it Drive Our Value:

Impact on Our Culture:

# COACHING SESSION GUIDE

---

## Opportunities

Goals Upon Hire

Progress

Next Steps

# COACHING SESSION GUIDE

---

New Opportunity/Behavior

How this Drives Our Values and Growth

Impact on Customers

30-Day Goals and Objectives

# COACHING SESSION GUIDE

---

## 6-Month Plan: Goals and Objectives

If you would like to learn more, contact us at [connect@callinsite.com](mailto:connect@callinsite.com)

