

# SDI 8 COACHING for Digital Performance



## COACHING for Digital Performance (Digitally Coaching)

A study of the key principles of virtual Coaching that ultimately results in enhanced client engagement and improved advisor performance

### Episode 8.1

#### Virtual Coaching

**Episode overview:** Coaching in the virtual world offers many opportunities for both the advisor and the leader/mentor. In addition, coaching is even more impactful when it focuses on enhanced client engagement and improved performance. This episode defines the benefits of coaching in a virtual world while reviewing coaching basics and discussing coaching advisors at different levels of competency.

### Episode 8.2

#### Analysing Performance

**Episode overview:** For many years, personal performance in the insurance industry has been based on mastering Knowledge – Attitude – Skills – Habits (KASH). In the digital age, understanding the new factors within KASH are an important coaching skill. This episode explains the importance of analysing performance and methods for review/analysis while identifying key areas of developmental trainings.

### Episode 8.3

#### Constructive Feedback

**Episode overview:** Providing constructive feedback is a very beneficial development tool. When implemented properly, the implementation of feedback can enhance client engagement and improve performance. This episode defines the benefits of providing constructive feedback while exploring some of the digital methods and key sales situations that can be improved through feedback.

### Episode 8.4

#### Imagining Outcomes

**Episode overview:** The achievement of performance goals is often related to the setting of personal goals and visioning. Ultimately team success is based on the individual achievement of personal goals and by committing to clear targets with a view of what achievement looks like, a goal can be more easily attained. This episode explores the benefits of setting goals and visioning achievement while discussing the impact of personal motivation.

### Episode 8.5 The S8 DLP

#### Coaching in a virtual world to enhance client engagement and improve performance

**Planning Overview:** In Season 8, the Digital Leader Planner focuses on the key areas of coaching digital advisors. The DLP does not replace the existing planning process, but supports and provides a digital layer of planning detail. This Planning Episode shows how the design of a basic plan starts with identifying an overall coaching plan and benefits from conducting coaching, providing feedback, and developmental training.