

# DEVELOPMENT COACHING PROCESS

## Self-Assessment

Coach meets with Feedback Recipient to:

- Review 360° feedback and development planning process
- Identify feedback providers
- Discuss strengths and areas for development
- Encourage feedback recipient to complete self-assessment questionnaire

## Data Collection

- Feedback provider contacted regarding data collection process and completes web-based 360° feedback survey
- Feedback provider forwards assessment to WLH Consulting, Inc. prior to phone interview
- Coach collects data from feedback providers (direct reports, peers, other)
- Direct manager provides feedback to coach during face-to-face interview

## Data Analysis and Feedback Report Preparation

- Coach analyzes data, both quantitative (survey) and qualitative (interviews)
- Coach prepares feedback report with identified strengths and developmental opportunities

## Data Feedback Session

- Coach meets with feedback recipient to review data feedback and to identify strengths and developmental opportunities
- Coach meets separately with manager to review results
- Coach prepares feedback recipient for development plan discussion meeting with manager

## Building the Development Plan

- Coach and feedback recipient draft initial development plan
- Feedback recipient, manager, and coach meet to discuss and agree on development plan
- Feedback recipient and coach finalize development plan

## Implementing the Development Plan

- Feedback recipient and manager work together to implement the development plan
- Feedback recipient and manager schedule a three month follow-up discussion to review progress against the plan
- Ongoing coaching available as needed and agreed to with Feedback recipient and manager