

### Your Readiness Rating System:

You are culturally ready to move your coaching forward! Let's move to Principle 2: Coaching Strategy!	READY
You have identified a limited set of barriers, but you can proceed to Principle 2: Coaching Strategy.	Barriers Identified
You have material barriers that need to be addressed prior to proceeding to development & refinement of your coaching strategy.	NOT READY

#### CULTURAL ASSESSMENT DIAGNOSTIC:

Discovery Description <i>What is the intent of the question?</i>	Answer Summary	Readiness Rating	Product Showcased	Strategy Notes <i>Capture responses and notes from dialogues related to each topic</i>	Follow-up <i>Capture any follow-up required</i>
<b>Principle 1: Cultural Assessment</b>					
<b>Enterprise Coaching History</b>					
Have you executed a corporate training or change management program/effort/initiative?	<i>Are corporate/business priorities connected to coaching objectives?</i>	No	Insert TPG or Client product		
If a corporate training/change management program was attempted, was it successful?	<i>Can you define success?</i>	No			
What made it successful or unsuccessful?	<i>Understanding past success or obstacles create learning to avoid repeat errors.</i>	Money/Financial motivation			
What barriers did you face?	<i>Describe what got in the way of the success of your corporate effort.</i>	x			
Did you overcome the barriers identified?	<i>Can you identify solutions that were used to removed the barriers in this corporate culture?</i>				
How was this plan rolled-out and socialized?	<i>What was the process used to roll out and socialize?</i>	x			
Was the plan adopted?	<i>Share a copy of company's previous efforts to avoid replicating unsuccessful experiences. If they don't exist, TPG will make direct rollout &amp; socialization recommendations.</i>	x			
Who led the charge?	<i>What was the level of leadership sponsoring the change management effort?</i>	Current Contacts			
<b>Coaching Team Discovery</b>					
Have you identified Coaching Leadership?	<i>A prioritized resource allows for the creation of coaching deliberate practice.</i>	Not part of Talent Development	Insert TPG or Client product		
Has your Coaching Leadership been sourced with 50%+ direct development remit?	<i>On average, coaching represents less than 10% of a supervisors time, signaling deprioritization.</i>	Not part of Talent Development			
From your perspective, what work do your coaches need to place on the "back burner" to prioritize coaching?	<i>Deconstructing a coach's weekly work-plan avoids feelings of being overwhelmed or non-delivery of coaching due to competing priorities.</i>	2			
What is the impact of moving the "back burner" work to your business?	<i>Can you prove "back burner" work matters?</i>				
What metrics do you use to define business success?	<i>Can you draw a line between business success and your incentive plan?</i>	Every LOB is different			
Is your compensation/incentive plan tied to individual or team goals?	<i>Understanding the link between compensation/HR performance appraisals and coaching results helps to align individual priorities and focus.</i>				
Which of those metrics do your Coaches influence?	<i>Determine all performance factors that may impact development, such as productivity, attendance, satisfaction, etc. to ensure coaching goals align to these metrics.</i>	Every LOB is different			
Which of those metrics do your agents "own"?	<i>Is what we are coaching on aligned to agent compensation?</i>	Every LOB is different			
What is the process to incorporate new metrics into performance management?	<i>Understand the process of changing a performance scorecard and/or incentive plan for employees.</i>	Incorporate TPG Data			
Who will guide & develop your coaches?	<i>Who leads your coaching team? Is it an individual or team? Is there a reporting structure that allows the guide of coaches to set priorities or will TPG set priorities with each coach?</i>	TPG & Managers			
How is the "guide" of your coaches incented?	<i>Understanding the current oversight structure level sets the focus of the "guide" of all coaches and if that individual/group manages the function of coaches or guides their path in terms of setting improvement timelines and expectations.</i>	Bi-weekly			
What capacity does your "guide" have today to engage?	<i>Determine how often will the "guide" have an opportunity to influence the coaching team and/or engage with TPG via Performance Management Sessions.</i>	Bi-weekly			
How do you measure coaching effectiveness today?	<i>Elevate the coaching function into a strategic vehicle for change by understanding if effectiveness is measured as the function (number of coaching sessions completed) or productivity/skill improvements of the front-line employee. Is this tracked in TPG's QualityCare Develop Your Talent?</i>	Implement DYT			
<b>Current Coaching Experience Discovery</b>					

Do you have a designed frequency for coaching touch points?	<i>Determine the culture that exists to determine if your employees will be resistant to coaching or embrace feedback. Do we need to introduce how to receive feedback?</i>	Embrace		Insert TPG or Client product		
How often does your coaching staff or any leadership interact with your @Home teams?	<i>Is there a communication forum beyond coaching to retain corporate culture, interaction &amp; updates or is the coaching touch point also the primary vehicle for engagement?</i>	Bi-weekly				
Would you define those touch points as 'formal' or 'informal'?	<i>Formal = calendared; Informal = Non-calendared. TPG Learning: It's important to have a healthy mix of both to support an @Home population.</i>					
What technology is leveraged to serve these touch points?	<i>The intent is to understand what 'real time' platforms exist to serve the formal and informal touch point strategies ('real-time' examples include interactive chat, employee portals, Slack, video conference, etc.). Or is email the only communication frequently used?</i>	Bi-weekly				