

THE DELEGATION PROCESS



THE SKILLS TRANSFER PROCESS



EXPLAIN

Briefly explain what you are going to work on, why it's important, and how you'll coach them.



DEMONSTRATE

Provide a great demonstration.



PRACTICE WITH COACHING

Practice step by step with interactive coaching. Do several repetitions until you know they've got it.



OBSERVE

Watch them execute the skill during a customer interaction.



FEED FORWARD

Reinforce their progress with positive feedback and determine next steps.