Optimizing the Coaching Visit

A little time before the coach's visit will make the experience more results-focused. Here are the steps from setup to follow-up with the coach.

Prior to Visit

1. Talk by phone with the coach as to what you are looking for during a coaching session. This may include:

- Information on GM applications or processes
- Performance improvement
- Problem resolution for applications or services
- Dealership growth planning
- New employee training
- Training for staff assuming new responsibilities

2. If in-dealership, create a schedule for the coach's visit and ensure that key staff will be available that day.

3. For online coaching, make sure staff are available and scheduled for a specific date and time. Provide the coach with topics to be covered.

Day of Visit

1. Meet with the coach to confirm purpose of visit, set priorities, and review day's agenda.

2. Take the coach on dealership tour and introduce to staff.

3. Schedule the coach with key staff.

End of Visit

Your coach will provide a review of their findings and recommendations and any guidance provided to your staff.

A written Action Plan will be submitted after the visit with similar information on it.

After Visit

Your coach is available to answer questions on areas covered.

To Schedule a Coaching Visit

Complete the enrollment form and send it to program headquarters, or call 888-592-2683. A coaching liaison will be able to answer any questions and help you plan for the coaching visit.

[GM-Funded Enrollment Form] [Dealer-Paid Enrollment Form]