

IMPACT.

Business Results. Professional Success.

Phase 3: Evaluation and Close



The purpose of this phase is to:

- Ensure that you are satisfied with the level of our service
- Evaluate our success rate with our clients



Phase 3: Evaluation and Close

You want the best results possible. After all, it's about your career, your team, your company. That's why we ask for feedback regularly so that we know early on if there is an issue that we need to address.

Key Steps

1. We conduct reviews of your expectations and determine if those expectations have been met by both you and your Impact coach
2. We ask you about your overall experience with Impact
3. We reconnect within 3-6 months following the assignment

Feedback is important to us

In the spirit of **continuous** improvement, we collect feedback at the end of the program to gain insights on what was done well, along with areas for improvement.

We want to hear how and to what extent the engagement added value to your development. Our home team will reach out to you at the end of the engagement to set up a short 10min meeting to gather your **feedback**.

Here's some questions we ask:

- Do you feel as though you and your coach were a good fit?
- What part of the coaching process offered the most value for you?
- Is there anything you would improve from a process standpoint?
- Did you have coaching objectives that you worked towards throughout the coaching engagement?
- What's one thing in particular that your coach did that worked really well for you?
- What's one thing in particular that your coach could have done differently to make this an even better or more valuable experience for you?
- Can you give any specific examples of things you are doing differently now as a result of coaching (specific behaviours, approaches to work, ways of thinking, etc. that have changed)
- Have you worked with other coaches in the past? How did your experience with an Impact coach compare?
- How likely is it that you would recommend Impact (or the specific coach you worked with) on a scale of 1-10 with 10 being highly recommend and 1 being not recommend at all?
- On a scale of 1-10, how satisfied were you with the level of our services?