

**Client Feedback from Financial Services Organization
Conducted by Strategic Partner - Pelmetta Performance Solutions...2010**

How did “The Heart of Coaching” 2 day workshop meet your expectations?

- It, by far, exceeded my expectations. It made me think about how important the small things, we often short-cut, are so valuable when looking at the big picture. It also taught me that in order for the tree to grow, there has to be good roots. “Focus on the Roots!”
- I’m relatively new to managing people and this class gives me a good framework to work with people. Prior to this, the direction was basically, “You’re in charge. Do it.”
- The class exceeded by expectations. I came in expecting how to coach sales calls. I went away with coaching skills that can be used in every facet of my life.
- Exceeding. I thought I had a better understanding of coaching than what I really did.
- I really had limited expectations. The course exceeded those wildly. There are specific actionable item presented. Excellent course!
- It exceeded by expectations. I thought the focus would be on ‘sales results” coaching but he application actually is much more broad to coaching on any aspect of performance.
- It exceeded my expectations as to content, helpful information, and skills I can use in my region to help my team grow and improve as employees and people. I felt I coached, but now I realize I have not scratched the surface.
- Exceeded. Anticipated sales training versus coaching training. Will apply it, will share and expect it from staff.
- Exceeded by expectations. I really gained a different perspective on working with people. It have given me a sense of confidence to engage employees to improve not only their performance but mine as well.
- As someone new to leadership and coaching the class laid a great framework to take back. It’s up to me to study / learn and apply the principles I learned to make me and the individuals around me better.
- Very ordered presentation / high engagement. The right stuff.(It kind of showed each person how powerful they can be.)
- Met my expectations and more. It opened my eyes that we all need to take more ownership in coaching our staff.
- Exceeded expectations. I don’t say that often or lightly. It applies to everything I do and exposed many areas to improve my activities and those I coach.
- The program showed me where we are as an organization and where we may go and get to eventually within a coaching culture.
- Class was not what I expected. Great conversations, good topics. Class was good for me to give basic knowledge of how to coach up my office how to start the conversation and a plan to keep the movement in motion.