

Sample Coaching Timeline

5 - 6 weeks prior to launch

- Customer Kickoff
- Create Coach Adoption Playbook (success criteria, communication and training needs)
- Attend Admin Configuration Training

4 weeks prior to launch

- Configure Coaching platform
- Create communication content and messaging
- Create training content
- Identify champion/pilot group

2 weeks prior to launch

- Communicate to user audience
- Train user audience

1 week prior to launch

- Activate pilot group
- Review and adjust configuration, communication, training based on pilot group feedback
- Provide additional trainings and communications as needed

Launch

- Activate larger audience
- Provide additional trainings and communications as needed