

# Smarter Support Coaching

Are you new to support or customer success? Are you struggling with a specific issue and would like confidential help? Wondering how to quickly bring a recently promoted manager up to speed? We can help.

## The Process

We can work with brand-new managers and with seasoned managers who are new to support or customer success. We can help managers who have identified a specific weakness, or whose manager has identified an area for improvement.

- When tackling performance issues, we start and end the process with a **360 evaluations** to create a baseline to gauge improvements over time.
- We set goals jointly with the manager, both **strategic goals** for the duration of the engagement and **tactical goals** between each session.
- We work with the manager for **3-6 months**, since behavioral changes are not instantaneous.
- We usually schedule **one session per week**, with unlimited questions between sessions. Each coaching session blends strategic best practice discussions with topics immediately relevant to the manager.
- Coaching can be **standalone or following a formal training session**. We offer an array of management workshops.

## About FT Works

FT Works provides consulting, training and coaching services to the support organizations of technology companies.

- With decades of support management experience, we provide **coaching on best practices for support**, unlike a generalist coach.
- We have plenty of coaching experience so we can **deliver results quickly**.
- We have no allegiance to any particular group so we can provide the manager **unbiased advice**.

For more information about coaching, please contact [info@ftworks.com](mailto:info@ftworks.com) or 650 559 9826.