FT Works
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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.

Who can benefit?

- Newly-promoted managers
- Experienced managers who are new to support or customer success
- Managers who have identified a specific weakness they want to work on
- Managers who are on an improvement plan
- Managers who need a bit of polish before a promotion
- Managers who want industry input on transformation initiatives

What is the process like?

- 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.

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About FT Works

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

- Unlike generalist coaches, we have decades of support and customer success management experience, so we can provide **support- and customer success-specific best practices**.
- We have plenty of coaching experience so we can **deliver results quickly**.
- We have no allegiance to any particular group so we can provide **unbiased advice**.
- We love helping people meet their goals so we will happily work with **difficult situations in a confidential environment**.

For more information, please contact info@ftworks.com or +1 (650) 559 9826.

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