

Instructions to Coach

[Note – these instructions supplement a real time online training session for each coach]

The Edge Universe e-coaching service enables you to provide feedback to a [student/coachee] remotely, by allowing your student to submit recorded videos of their client interactions to you, which you can then review and comment upon, providing these to your student by way of an [online e-coaching seminar](#). This seminar is produced by The Edge Universe based on the student's video and your submitted feedback.

How it works

1. You give your student the attached 'Instructions to Student' which asks them to record a short video using a webcam or other device of a recent meeting or client interaction, and gives them a link to a [secure folder](#) where they can upload the video when ready. These typically will be about 10-20 minutes long.
2. Your student saves their video and uploads it to the secure folder, and emails you to confirm this, as well as highlighting any areas they wish you to focus on.
3. You download the video, watch it on your computer, and write comments on key areas (for improvement or to reinforce good practice), and note these and relevant timings on the form opposite. You may wish to focus on three to four key areas – for instance the opening, use of questioning, and closing.
4. Email your completed comments form to us, and a link to the relevant video.
5. You can also record a short video of yourself summarising key points using your computer webcam. This can then be placed in the secure folder.
6. We will then review your comments, and edit them into the video. These will be consolidated into a short e-coaching seminar which we will send back to you for final review.
7. Once you are happy with the e-coaching, we will upload it to a secure site and send you the link to forward onto your student.
8. If you have any questions, please contact us.

e-coaching comments

Please provide your comments on your student's video. We recommend bulleted comments on 4-5 key parts, with you providing a summary of the key points either through a short webcam video of yourself, or a written summary.

	Comments	Video timing mins/secs
1	[Heading] • [] • [] • [] • []	:
2	[Heading] • [] • [] • [] • []	:
3	[Heading] • [] • [] • [] • []	:
4	[Heading] • [] • [] • [] • []	:
5	[Heading] • [] • [] • [] • []	:

Instructions to Student

Introduction

Thank you for using the Edge Universe e-coaching service, which aims to give you online feedback on a recent client interaction you have videoed.

This feedback will be provided by one of our qualified Edge Universe instructors, and will focus on a few key areas, with a summary of key points. [Here is an example.](#)

What you need to do

- Please record a video of a client meeting using your computer camera or other device. These formats are suitable, and we recommend a length of between 10 and 20 minutes.
- Upload your video to this [folder](#). Note that access to this folder is restricted to you, your coach and Edge Universe employees.
- Your coach will then review it and provide feedback on specific parts and a summary near the end.
- Within [3] days, you will receive a link to your completed e-coaching, which will include your video, comments on key aspects provided by your Edge coach, with a summary of areas you may wish to focus on nearer the end, similar to the one above. You can also contact your coach to discuss any points.
- If you have any further queries you can contact your coach.