

NASA Coaching Process v 9.17.09

Stage	Action	Resource(s) Used
Application	1 Center identifies employee(s) to participate in coaching engagement	NASA Coaching Application Companion
Application	2 Center CPM evaluates client's need to see which type of coaching is the appropriate option.	
Application	3 Client completes an application for coaching, attaching his/her SATERN print-out, and signs the confidentiality agreement.	NASA Coaching Application NASA Sharing of Coaching Information
Application	4 Client's supervisor reviews and signs off on the Coaching Application and returns both forms to the CPM.	
Application	5 CPM completes the "Type of Coaching Desired" box on the Coaching Application and forwards to the Agency CPM and SEVATEC Coordinator, along with any recommended coaches.	
Application	6 Agency CPM reviews and approves the client for coaching, and sends the approval to the SEVATEC Coordinator.	
Selection	7 SEVATEC Coordinator notifies the Center CPM of the approved application, and submits the application to Cambria.	
Selection	8 Cambria identifies potential coaches for the client, and confirms the coaches' interest and availability.	
Selection	9 Cambria forwards the potential coaches' bios to the client (cc'ing the Center CPM and SEVATEC Coordinator) along with information regarding next steps and a guide for selecting a coach.	Selecting a Coach
Selection	10 Client interviews coaches, selects a coach and notifies their Center CPM of their selection. (Note: The client has 30 days from receiving the bios to select a coach.)	
Selection	11 Center CPM notifies Cambria and the SEVATEC Coordinator of the coach selection and any feedback on the coaches.	
Selection	12 Cambria notifies non-selected coaches and provides any feedback, and notifies selected coach and provides information regarding next steps as well as an Exhibit A for the new engagement.	
Selection	13 Cambria adds new engagement to the appropriate Coaching Director program.	
Coaching	14 Coach initiates contact with client and schedules initial meeting. (Note: Coach should contact client within one week of receiving his/her selection notification.)	
Coaching	15 Coach and client complete the Coaching Agreement and send a copy to their Center CPM and Cambria. (Note: This should be completed by the end of the second coaching session.)	NASA Coaching Agreement
Coaching	16 Center CPM reviews the Coaching Agreement and contacts client with any concerns or questions.	
Coaching	17 Coach submits monthly invoices to Cambria and tracks engagement activities and milestones in Coaching Director.	
Coaching	18 Cambria submits monthly invoice and tracking sheet to NASA based on coaches' monthly invoices.	NASA Tracking Sheet & Invoice
Coaching	19 Coach and Client complete an action plan as a roadmap for their coaching engagement. (Note: The action plan may be shared with other key stakeholders if the client so chooses.)	NASA Coaching Action Plan & Final Check-In
Evaluation	20 Center CPM conducts mid-point check-in with client.	
Close-out	21 Coach and client complete a final check-in and close out their engagement.	NASA Coaching Action Plan & Final Check-In
Close-out	22 Coach notes in Coaching Director when engagement is complete, triggering notifications to Cambria and Center and Agency CPM.	
Close-out	23 SEVATEC Coordinator records coaching engagement as complete in SATERN, triggering MTM post-event evaluation.	
Evaluation	24 MTM Post Event evaluation sent to client within 1 day of closing the engagement in SATERN.	MTM Post Event Evaluation
Evaluation	25 MTM Follow-up evaluation sent to client and supervisor 3 months after the engagement.	MTM Follow-up Evaluation