

Simply Brilliant Your New Player Onboarding

Introduction

Your signature onboarding method is designed to give your new player a feeling of certainty that they chose a great coach.

You do this by having an organized method that gets them plugged into the experience of coaching with you.

You also want to do something to create an experience of belonging right away.

Finally, you want to give them an experience that life with a coach is different than life without a coach.

The Question: What will you do during the onboarding process so that your new player KNOWS that they made a great decision even before their first official coaching conversation?

Onboarding Example

This is how my new player onboarding process works

- 1) I start the billing using my shopping cart software and set up monthly recurring payments
- 2) I use my coaching agreement template to create an agreement which details our agreed upon terms.
- 3) I send the agreement by email and ask them to sign it, take a picture and send the picture back to me.
- 4) I send them a link to my online calendar and ask them to set up an hour for our first session

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- 5) I send them an email
 - A) to collect their cell #, email and facebook ID AND
 - B) to collect their birth date, time and place which will be used to create their Superpower School Player Profile.
- 6) I send them a text: something about getting ready to play BIG
- 7) I generate their Superpower Player Profile.
(but I don't send it to them yet!)
- 8) I send them an email with 3 questions...
 - A) Tell me about the MOST important thing you want to accomplish in the next 3 months
 - B) What are your 3 most valuable Superpowers?
 - C) What is the best way for me to challenge you to uplevel how you are playing life?

Desired result = My new player feels connected and confident that they made a great decision to hire me as their coach.

The Question: What will you do during the onboarding process so that your new player KNOWS that they made a great decision even before their first official coaching conversation?

Ideas for your onboarding method

- 3 Questions that you want them to think about before your first session.
Examples
what is their Big game?
what do they want to do better?
- Assessment tools
- Getting started checklist
- A content article you have written about coaching
- A content article you have written about playing better in the endeavor that you coach.

Share on your gamecard

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Share the outline of your Signature Onboarding Method.

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