



# ACCELERATE YOUR SALESFORCE CAREER WITH COACHING

*8 Coaching Tools and Techniques*





*Empower yourself and your salesforce clients*

## 8 COACHING TOOLS

A super Salesforce professional should have good communication and influential skills. When working with clients it is important to elicit clear goals and outcomes that people are invested in achieving. Coaching tools and techniques are valuable skills to have in your toolbox as they equip you with strong questions to elicit motivation and emotional buy-in to the project being a success.

Within this free download we share some of our favourite coaching tools and techniques that we teach on the Supermums Coaching Course to empower salesforce professionals personally as well as in their projects.



Heather Black, is the founder and CEO of Supermums and the 'Salesforce Coach'. She has been coaching people to accelerate their career and business since 2006 as a qualified as a Coach and NLP practitioner.

She ran a coaching company for 6 years with 20 coaches supporting over 10,000 people. She used Salesforce CRM to manage her coaching company and this kickstarted her Salesforce career in 2010.

She decided to train as as a Salesforce Consultant in 2011 and she now manages a UK Salesforce Consultancy with over 20 employees, approximately 60 admin trainees a year and has overseen over 600 projects.

With Supermums she actively delivers the Consultancy Skills Programme and Coaching Programme.



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1. **Logical Levels** - a great exercise to assess risks and identify pain points that may become an issue on your salesforce project.
2. **Well Designed Outcomes** - Help your clients formulate a clear outcome for their salesforce with a series of thoughtful questions.
3. **GROW Model** - Guide clients through a process to articulate their goals, understand their reality, appraise their options and commit to actions.
4. **SWOT Analysis** - Enable clients to review their current situation giving them a space to talk about the strengths and weaknesses of their current situation without salesforce and what the opportunities will be if they progress with the new project v what threats will be if they don't progress.
5. **Values** - Understand the values of the company, culture and team to align the values and benefits of technology.
6. **Power Words** - Embed positivity, energy and benefits within your communication.
7. **Learning Styles** - Understand how to communicate throughout the project life cycle to engage different people and their learning styles - kinetic, auditory, auditory digital, visual.
8. **Visioning** - Work with the client to create a transformational vision for their salesforce project that helps them achieve their mission/strategy.

Accelerate your Success

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