



# Overview of the Coaching Model

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The HeatSmart Alliance has developed a comprehensive yet flexible Coaching Model that guides the conduct, engagement process, training, and development of our volunteer coaches. The intent of this Coaching Model is to ensure a beneficial, high-quality experience that benefits clients and coaches, and is consistent with the Alliance's mission.

The Coaching Model has the following four components, briefly described here and in full detail in the linked documents:

- [Coaching Principles](#) - overarching principles that guide our coach's behavior and actions for the benefit of clients, coaches, and the Alliance
- [Knowledge and Skills Matrix](#) - a table with three levels (basic, intermediate and advanced) that coaches can use for self assessment and understanding their capabilities relative to client needs
- [Engagement Process](#) - description of the steps, mandatory and optional, in a typical client engagement
- [Continuous Improvement Process](#) - a process and guidelines for onboarding new coaches, and a path for all coaches to continuously improve their practices through training, practical experience, and assessment.

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