

The Basic Mechanics of Using the Titan Coaching Hub

(client manual)

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Introduction: Why Software at all?

If you haven't experienced this already, when your coaching is underway, you will find it's the stuff of having you stretch and challenge yourself in ways that are not yet natural to you. You'll be regularly getting new insights, ideas and clarity from your coach, and then regularly putting all of that into action. Commonly you (and your coach) will be creating an action plan, and then following through on it, and then reviewing how it went.

By default, all these insights, actions, and things to follow through on, comprise quite the collection of information for you to keep track of. NOT keeping track of these things means insights fade, actions get forgotten or confused, and follow through just doesn't happen. Sound at all familiar?

Managing this information becomes twice as difficult when you consider the importance of keeping your coach in the loop on how things are going (which is important because knowing how things are going is one of the keys to effectively guiding you).

This is the crux of "why software?":

Titan Coaching Hub is going to serve your coaching relationship as the way to capture the insights, record the action plans, assist you in the follow through, and let your coach see how things are going.

In the rest of this manual you're going to learn how even as little as 10 minutes spent

setting things up in the Coaching Titan Coaching Hub by you and/or your coach is all it takes to have yourself supported by it, going forward.

By supported, I mean:

- Wisdom from your coach will be recorded and available for easy reference later.
- Your actions will be clearly planned and unambiguously ready to be carried out.
- Your goals will be set up and ripe for regular tracking with minimal effort.
- Reminders will be in place to keep you moving forward as the days go by.

With the aid of the Titan Coaching Hub, your progress will be more rapid, your results more tangible, and your experience more fun.

Read on and I'll explain how.



The Fundamental Building Blocks

These are the fundamental building blocks of the Titan Coaching Hub that will enhance your coaching and contribute to your success. Note that these components are presented as a circle. This is because they interact with and feed off each other. In this section we will be looking at each of these in turn, cover the basics of what everything means, learn how to setup and use each, and reveal a few non-obvious features as well.



Metrics



Session Notes



Shared Files



Journal Entries



Worksheets



Actions



Comments

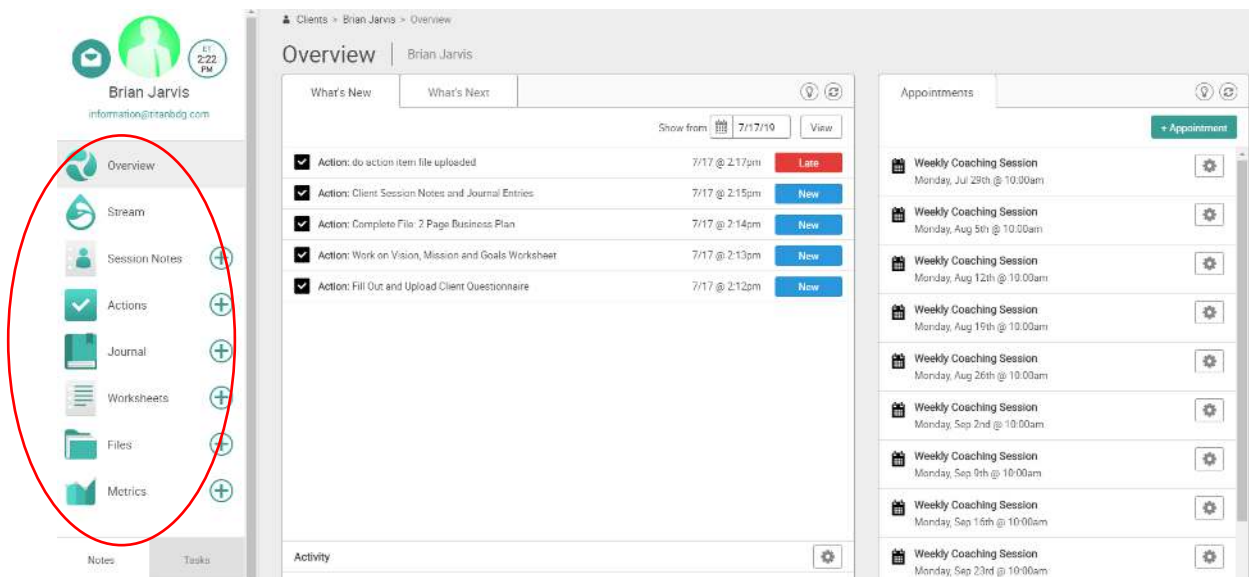
Logging in and your Main Screen

Your Coach will send you (or may have already sent) a system-generated email inviting you to log into your new account and assign it your own private password.

After you are setup, you can log into the Titan Coaching Hub, securely, anytime, at <https://www.coachaccountable.com/login>. You should bookmark this page in your browser. You can also bookmark it in your phone's browser if desired.

Your Main Screen:

This is a screenshot of what your main page will look like and the fundamental sections you will navigate amongst. In this section of the manual, we will walk through each of the main components.

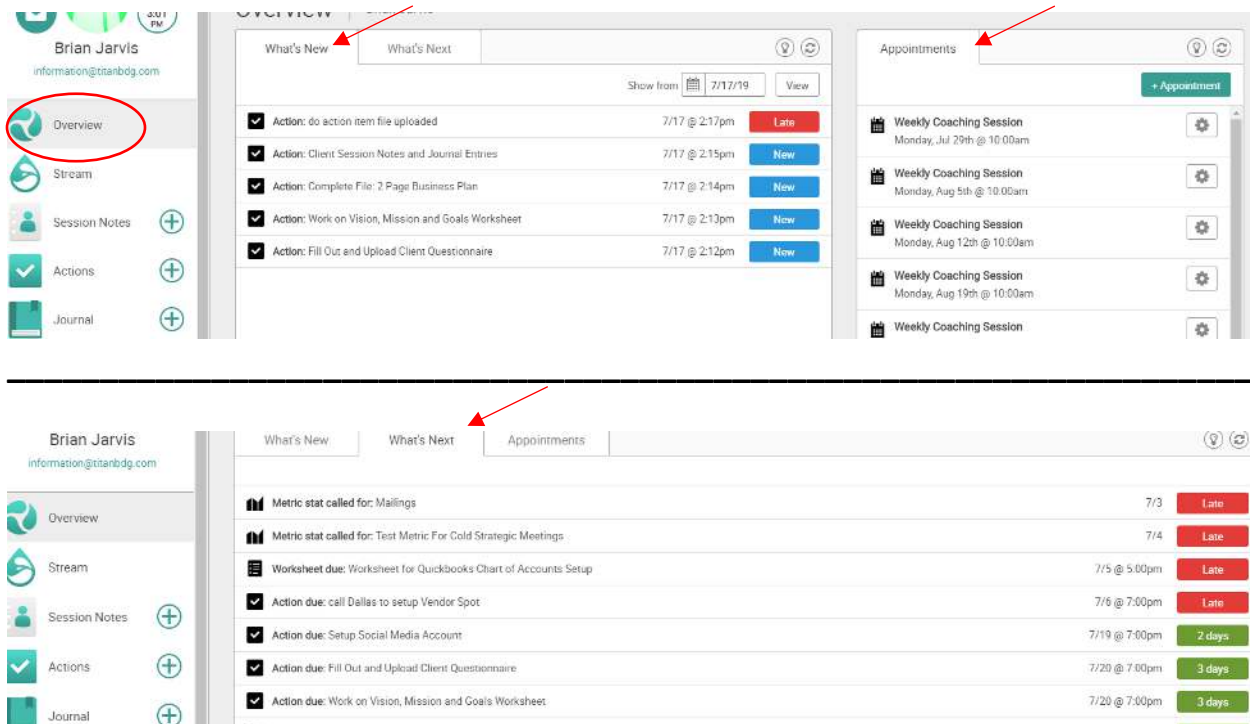


Your main maneuvering happens from the left-hand side-pane. Here you can click on:

- Overview
- The Stream
- Session Notes
- Actions (Action Items)
- Journal
- Worksheets (*Your Coach may have disabled/removed this tab*)
- Files
- Metrics

We will discuss these one at a time, in order, on the pages to follow. You should take a few minutes clicking around in the site after reading this page to familiarize yourself with it and perhaps while you are reading this manual.

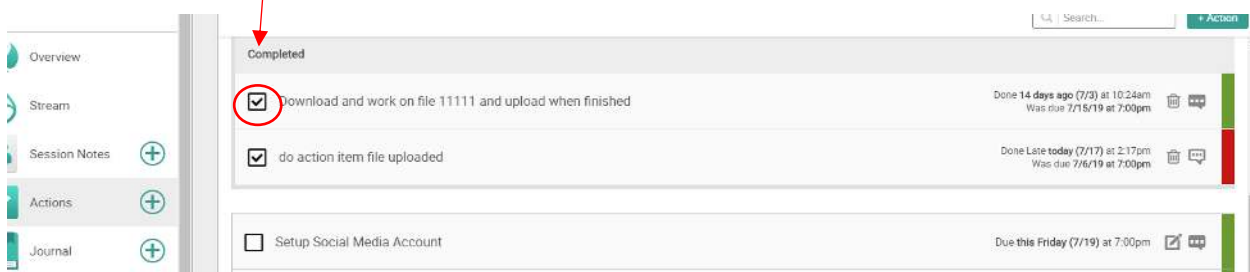
Overview (on sidebar)



Clicking on “Overview” shows you a screen with a summary of actions you need to take/things to do, and splits them up under the “What’s New” tab and the “What’s Next” tab. Note that the entries also reflect their due dates. You can also view your appointments here. This is a good place to take a look and get a helicopter view of what’s new or next.

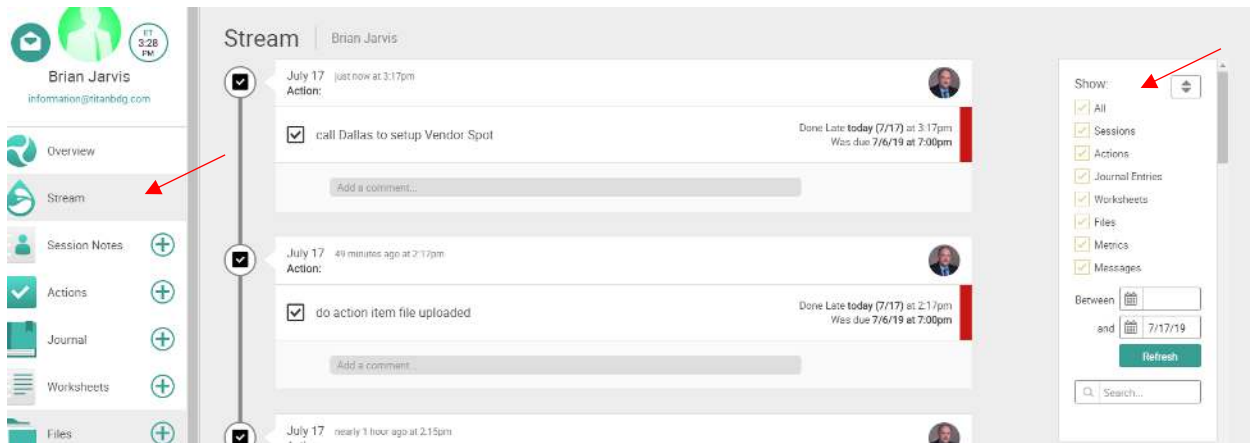
Clicking on the line item brings up the task/appointment/Metric, etcetera, that underlies the entry. This is also where you check-off an item as completed.

IMPORTANT: Once you have completed an Action Item, you must click on it, and you will be brought to the underlying Action Item System Entry (also available under “Actions” side-bar tab. **You need to check it off** there, to signal to the Titan Coaching Hub that the task is **completed**. It will update and record accordingly.



(Note: Not to be confused with an action that has been marked off as complete - the icon for Actions on your Overview Page is a check mark on a black or colored background [as seen in the top picture on this page]).

Stream (on sidebar)



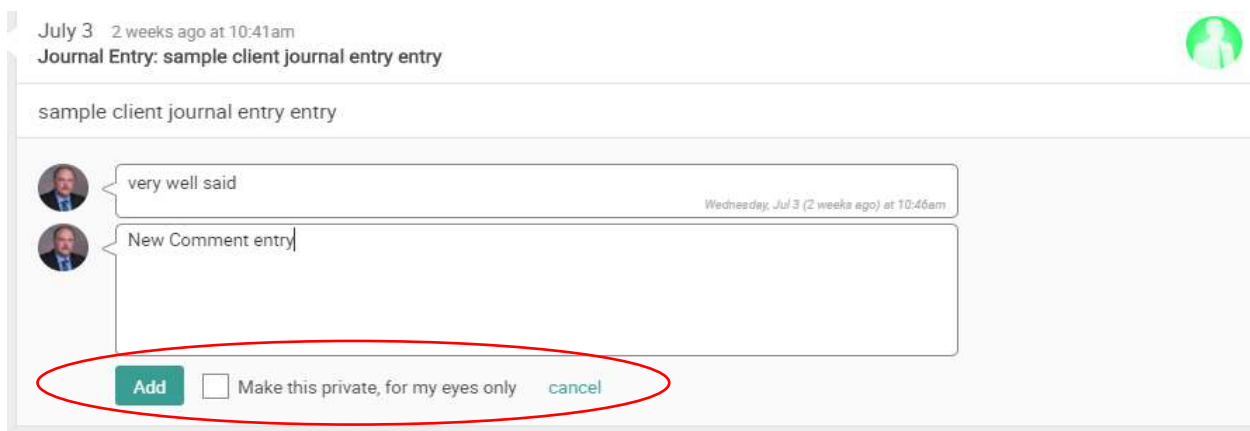
The “Stream” will show you every entry (session setup, actions assigned/completed, journal entries, worksheet assignments, file uploads, metrics and messages) that have been put into the Titan Coaching Hub, in chronological order. (Remember, Overview alerts you to things that require an activity from you.) The Stream includes journal entries, session notes, file uploads, messages, etc. It is a living history of just about every entry. In short, The Stream allows you to view the whole body of work done (by both client and coach) in the Titan Coaching Hub.

Also note that you have a criteria filter on the right-hand side of the page that lets you tell the system to only show you certain entries.

IMPORTANT: you can find and mark items as completed here, as well.

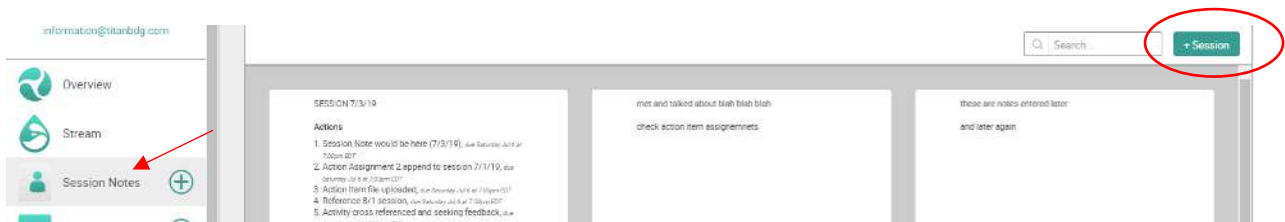
Note too, that there are comments boxes with each entry so you and your coach can comment on the items, to each other, and the Titan Coaching Hub will track those conversations as well.

The Titan Coaching Hub will automatically send your coach an email letting him know, unless you check off “make private”



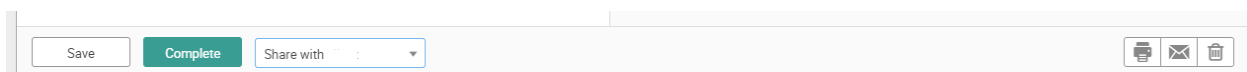
Session Notes (on sidebar)

Your coach may share session notes with you. If this is the case, you'll find them to be a lovely resource, containing concentrated nuggets of the very best from your sessions. Often, they'll be emailed right to you. Otherwise you can always pull up the growing collection by going to the Stream tab and unchecking every box except Sessions. This is also a GREAT place for you to keep your notes that you collected during your physical session with your coach.



The Session Notes tab takes you to a summary of all your Session Notes. Click on any one to view it. These notes don't have to be from your coach, only. Feel free to add your own so you can always go back in time and find some nuggets of wisdom, ideas, clarifications, etc. You can add your own by clicking “+Session” in the upper right-hand corner.

(new session entry memo opened)



On the bottom of a new session screen, “Save” will save your progress. “Complete” will post the session notes and email your coach if you selected share with ...”

Note that in the bottom right-hand side of this session entry screen, you can print, email or delete, too.



Tip – Don't forget to close out a notes box you may read, using the x in the upper right-hand corner when done.

Actions (on sidebar)



Actions are like your to-do list of how to progress and grow through your coaching relationship. They can either be assigned to you by your coach or you can also create some yourself. Actions consist simply of the “what” and the “by when”:

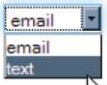
Action:
Due By: at

To add a new Action, click on the  button on the Action Tab or  in the upper right-hand corner of the screen.

When setting up an Action, you can set as many reminders about it as you like to help you keep up with your action plan. You can also add to any reminders your coach may have set up by clicking on the three dots to the right of the entry, to edit it.

Remind me before via email [remove](#)
Remind me before via email [remove](#)

Note that by default, reminders are available via email only. The System can send you reminders via text as well, but only to US cell numbers. If you’re in the US, adding your cell number on your “My Account” page is all it takes to give you the option.

Remind me before via  [remove](#)

Tip: Reminders are set relative to the date the action is due, e.g. 2 days before or 5 hours before. Hopefully this won’t be the case often, but if you think you’ll be late in completing an Action you can edit it and add reminders for after the deadline. Do this by setting the reminder as a negative number of hours/days/weeks before. It sounds weird but the math actually works out: “-2 days before” means, to a computer, the same as “2 days after”.

Once created, a new action goes right into your list of things to do:



Your coach also gets an email notification of your new action, and with it, can quickly give you feedback.

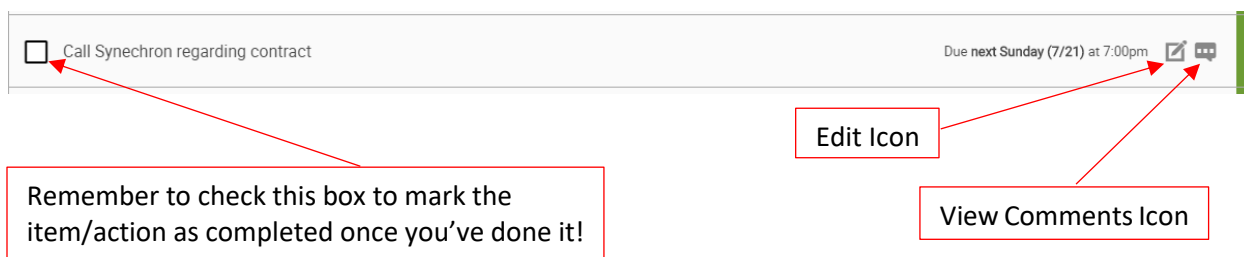
When an Action Item is created, you or your coach may also add some notes/text to it, such as instruction, suggestions, etc.

Note: You will find that your Coach will likely be consistently entering Action Items for you, and you may need to add to or modify the reminders (and possibly even due the dates).

On Seeing your Action Items in the Overview and Stream tabs:

When you see the Action item in your Stream, you may see notes or comments.

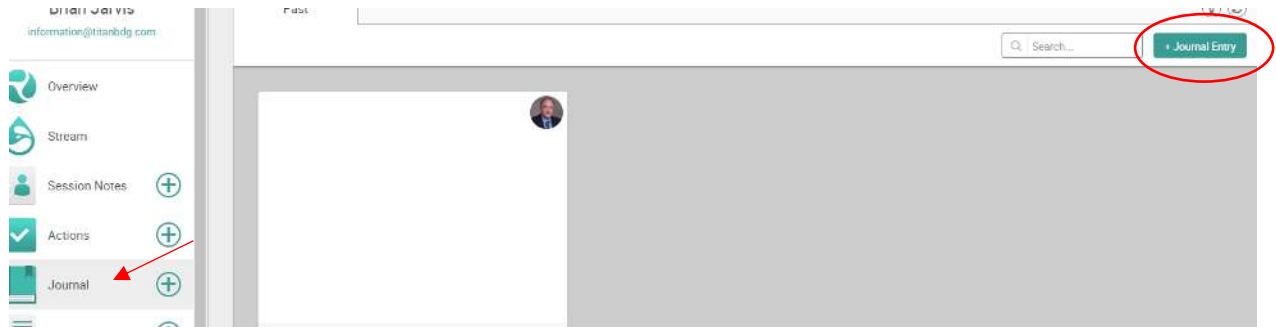
When you look in your Overview, click on an item to go to that entry to view any comments. You will want to click on the three dots in the upper right-hand corner. You can edit and add text here as well by clicking on the edit icon.



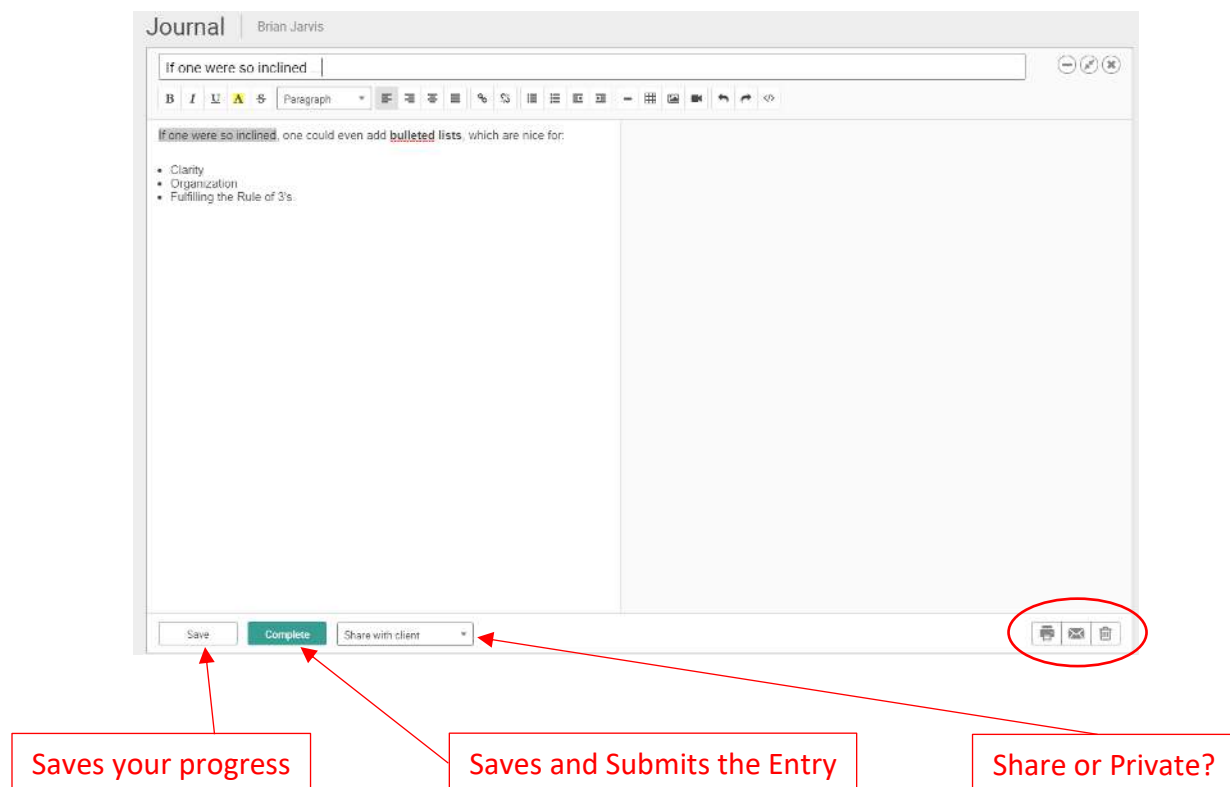
Remember, the Overview and Stream tabs are just ways of taking a helicopter view of collection of entries for everything. Clicking on them brings you directly to the item, but you can always click on (example) the Action tab directly too.

Also, remember to always mark activities done when you have completed them so that the Titan Coaching Hub can track outstanding items and so that your Coach can monitor things to jump in and help if there is a problem.

Journal Entries (on sidebar)



Writing a journal entry is as simple as clicking the “+Journal Entry” button at the top of the screen, giving your entry a fitting title, and getting down to it. A few simple formatting tools are available for you if you care to add headings or the occasional bit of *italics*, and otherwise you’re free to write to your heart’s content. You can save drafts that aren’t yet ready to be committed, and only when you’ve marked a journal entry complete will it be visible to your coach. Once completed, you have a 30-minute window in which to bring it up again for edits. After that time, it’s committed to the ages, and unless you’ve marked your missive as private, it will be shared with your coach via email, paving the way for further conversation and support.



Worksheets (on sidebar)

NOTE: YOUR COACH MAY HAVE REMOVED THIS “WORKSHEET TAB” FROM YOUR DASHBOARD SO AS NOT TO CAUSE CONFUSION OVER ITEMS UNDER THE “WORKSHEET TAB” VERSUS FILES THAT WERE UPLOADED/SENT TO YOU FOR DOWNLOAD & COMPLETION (UNDER “FILES TAB”).



Your coach may assign you worksheets **created in/with the system which can be completed directly on your screen with no need to download*. For better or worse, you must be logged into the Titan Coaching Hub to complete them. You can't fill them out via email.

The good news is that email notifications of the worksheets themselves will contain a magic link which, when clicked, will take you right to the worksheet, ready to fill out. So, you're never too far, and worksheets can even be done on a web-enabled smart phone if you're not averse to a little pinch-and-zooming.

****That said, you might never use this function. At this time, your coach will likely provide you with files (accessible under the “Files” tab) that you will download, work on and upload with the word “completed” in the file name (ie: completed filename and date.doc).***

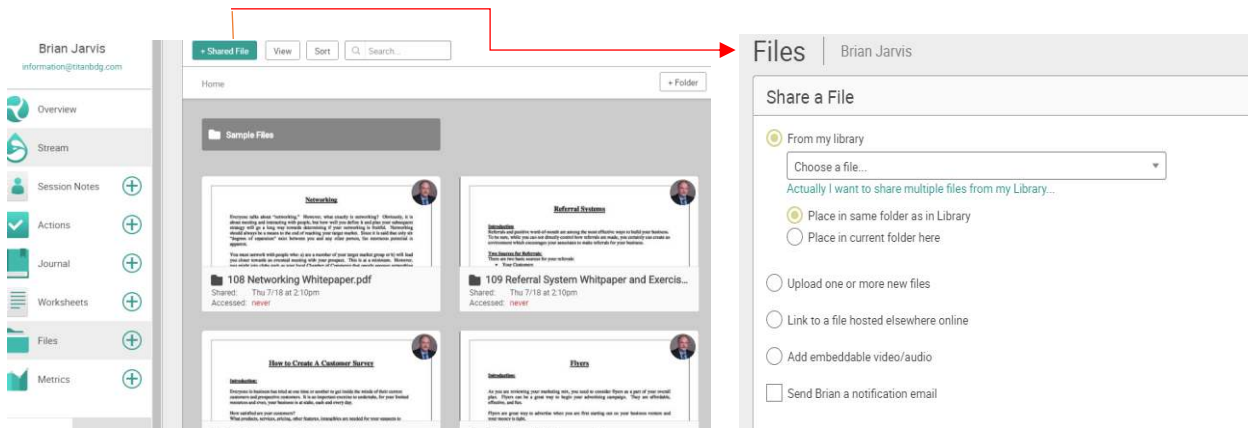
(next page please)

Sharing Files (on sidebar)



Your coach can share files with you and accessing them is as simple as clicking the big “Download” button (or, easier still, clicking the magic download link in the notification email about the newly shared file). You can also share files with you coach. When you do this, you can either upload it from your own computer or share a link to the file hosted elsewhere on a network or the Internet.

To share a file, go to your Files tab and then click **+ Shared File** in the upper left-hand side of the File Tab’s Main Screen. You can either share a file that is already in your library, or choose to upload, link, or embed a file that is not currently in your library.



Note that your files and folders are in the window of the screen. You can create new folders and sub-folders using the **+ Folder** button. There are also buttons for viewing the file as well as for searching and sorting.

A Few Words on File Organization:

Folders act much like the file folders you use on your computer. Click **+Folder** to create a new folder.

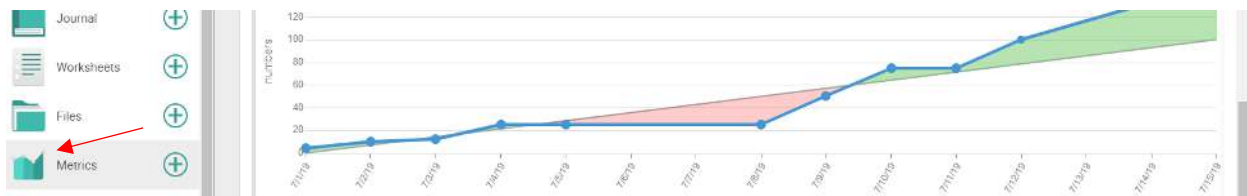
To have a file be in a folder, simply drag and drop the file into the folder. Drag and drop a file into the Up bar to move it out of a folder.

To rename a folder, simply click the folder's name, which appears next to "Home."

Once you remove all files from a folder, that folder will automatically be deleted upon refresh of the page.

Metrics (on sidebar)

Metrics in the Titan Coaching Hub provide a way to manage various goals, efforts and progress as actual numbers. Metrics measure, display, and explain performance over a period of time. This is where some magic happens: patterns become apparent, insights are revealed, and progress (or lack thereof!) is tangible. Due to its flexibility, this is a very powerful feature of the System and while there's a bit of a learning-curve, it's worth it.



Anatomy of a Metric

A Metric is always some specific thing or activity that is being tracked. Metrics are always based on What (to track), When/How Often (to track it) and What Target or Goal you are looking to hit. With that in mind, a metric is made up of four parts:

- A graph of numbers plotted over time
- A target trend line that shows whether progress is above or below target
- Reminders, delivered by text or email, that notify you to input a number
- Annotations that go with each number entry

Add a Metric: [+ Metric](#)

The 'Create a Metric' form contains the following fields and options:

- Name:** Text input field with placeholder text: "Whatever it is you want to track over time, like Sales, Number of Dates, or Weight".
- Unit of measure:** Text input field with placeholder text: "\$, dates, or lbs for example".
- Date span:** Starting [calendar icon] today for [2] weeks (i.e. until) [calendar icon] 8/1/19.
- Frequency:** I want to enter/track the value of this metric: every weekday (Monday through Friday).
- Data entry:** Numbers entered will be:
 - ☒ regular, as in no running total.
 - ☐ cumulative, as in add a day's number to the running total.
- [Pipe data into this Metric from a worksheet...](#)
- Target:** ☐ Hit.
- Display:** [Modify display options...](#)
- Reminders?** ☒ Yes.
 - ...send Brian a reminder at: [clock icon] 7:00pm via email.
 - ☒ on days when a value should be entered (if he hasn't already done so).
 - ☐ when he hasn't entered a value in [] days.
- ☐ Prevent Brian from modifying or deleting this Metric.
- Create** **Cancel**

Quite a lot at first glance, so let's break this down one heading at a time.

Name: The name of the Metric should be a meaningful-to-you label of what exactly it is you're tracking. The help text gives some examples.

Unit of Measure: If you track "3" in a given day, "unit of measure" is the answer to the question "3 what?" Dollars? Dates? Pounds? Avoid generics like "#" or "number", otherwise you'll see odd things like "3 #s has been recorded for today".

Date Span: Metrics are all about tracking results over time, so this is where you specify what range of days on the calendar you would like to track. Feel free to back-date the start of a Metric if you have historical data you'd like to include.

Frequency: This is a matter of how often you want to be recording results. Every day? Every week? You have several options.

Target: You can set a goal by setting your target starting and ending value. This makes a target line to aim for throughout the duration. Goal setting is powerfully orienting so this is always highly recommended. The "i.e. ____ [every day]" controls give you a convenient alternative to specifying the end target. So, if you want to, say, do 15 minutes of meditation every day for 2 weeks, the system will do the math for you that your end target should be 210 minutes.

Data Entry: This is the easiest and most common setting to get wrong in all of the Titan Coaching Hub, so let me make this section of this manual count and really make this clear.

- *If your goal is starting at zero and building to something (common examples include dollars earned, pages written, and total minutes of exercise) then you'll want to choose incremental because a number you enter today should be added to the total thus far.*
- *If you have a daily goal that's not meant to accumulate (common examples include calls made, meetings) then absolute is the right choice.*

You can always toggle between these two modes, so if you change how you'd like to structure your goal (from a daily one to an accumulating one or vice-versa) it's no problem.

Reminders: Reminders are the magic behind regular tracking: set this once here and the system will ping you on the right days with an email or text, prompting you to record your number for the day before you forget.

Reporting via Email

If you opt for email reminders, simply reply with the number for that date plus an optional comment about the result. Leaving a comment is highly recommended for reasons outlined earlier in this manual.

Reporting via Text

Reporting your numbers via text is very similar to replying to email reminders, save for one gotcha: you can only reply to the most recent text that was sent to you. So, if you have 3 metrics and the reminders all fire off to you via text at, say, 7pm, the system will think that any reply you send applies only to the third one. To get around this you can stagger your reminders in time, sending at, say, 7pm, 7:10, and 7:20. If you have an email-enabled phone, your best option may be to simply choose email reminders, allowing you the freedom to reply to each at your own pace and in any order.

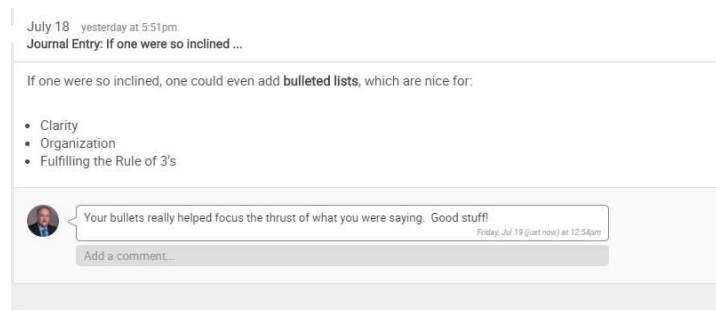
**Your Coach will set up/help set up the metrics as might be appropriate.
Let your Coach know if you have a metric you would like to track.**

A Few Additional Words on Leaving Comments

On most items within the Platform, you and your coach can leave comments. A lot of the time you can make a comment on something by replying to the email which announced it. You'll know this by the little hint found at the top of the email:

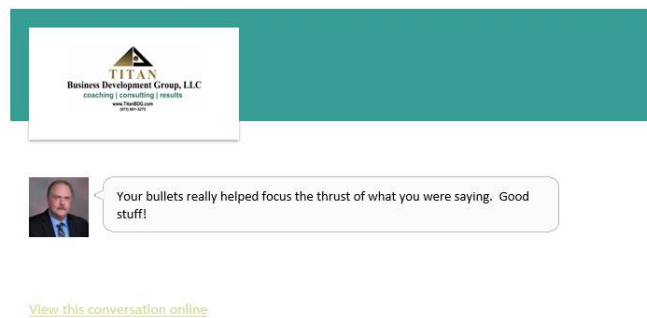
Reply ABOVE THIS LINE to add a comment.

Otherwise you can always make comments on any item found under the **Stream** tab:



Either way, your comment will be immediately emailed to your coach (except private comments, of course). Emailed comments can be replied to as well, to continue the dialog. It's a great way to have focused mini conversations about happenings in your coaching relationship that can be referred back to in the Hub at a later date.

(email)



And Well Worth Highlighting in General (AGAIN!):

Don't forget to always mark things as done when finished. Did you work on an Action item? Mark it done when you have completed the activity (checkbox in front of item when you look at it in the Actions tab...). Session Notes, Journal entries, Worksheets, etc.? Mark them complete or done when finished.

Congratulations on making it this far. I know that was/is a lot of information to swallow. But believe me, the benefits will be tremendous and you will now have a consolidated Titan Coaching Hub in which you can look back at prior activity, find what you need, keep your files together in one place and be able to communicate more effectively without having to bounce between different resources.

We have now looked at the main navigation, having walked through the Navigation “Tabs” on the left sidebar of the screen. In the next section of this manual, we will talk a little about motivators and suggestions for using many of the tools and features of this Platform more efficiently and effectively, so you can get the most out of your experience with it. Trust me, the learning curve is quick.

So, Where Do You Go from Here on a Daily (or however often) Basis?

The most repetitive pattern for using the Titan Coaching Hub is rather simple:

1. You will know when there is new activity because you will receive an email from the system or because you are the one who initiated the activity (in which case the system will notify your Coach).
2. Look at your Overview tab for a quick glance of what’s new. Note, you will see only items that require an action. You can click down to any item to get to it inside its tab (such as “Actions”) or click on the respective tab (left sidebar) and then click on that item in it. ... Or look at your Stream tab first then go look at your activities requiring an action.

3. Looking at Your Stream – this is a running narrative of everything that is transpiring, and you will see comments your Coach has left and can initiate or make comments in return. I prefer to always look at both the Overview tab and the Stream tab to get a handle on things I need to do.
4. Your next scheduled appointments are also visible on your main screen.
5. If your Coach, or you, have decided to track any metrics in this system, then you will want to hop-on and feed your data into the Metric on a regular basis. (Easy example: If you have a goal of making 100 cold calls in two weeks, the Metric would be setup, and then every day you would login and enter how many calls you made that day.)

The remainder of the system, for the most part, contains different tools you use. And if you want to keep a record of communications with your Coach (perhaps you are running a project by him in steps to assure you are staying on the best path), perhaps you can journal it.

As a Reminder – go to journal entry, write an entry and don’t forget to give it a descriptive title (so you can always search for it later), be sure to click “share with ...” and send. When your Coach comments, his comments will be appended to that Journal Entry and you will have a running record under that item, in your Stream!

See, that was actually pretty easy, right?

Motivations and Notes on Using Some of the Tools in the Titan Coaching Hub Effectively



Keep it Green

Compare the color coding of these actions:

<input type="checkbox"/>	Organize Expense Folders to match the Chart of Accounts	Due tomorrow (7/17) at 7:00pm	
<input type="checkbox"/>	Read the first 3 chapters of the E-Myth	Due this Friday (7/19) at 7:00pm	
<input type="checkbox"/>	Type up your first session notes in the System and share them with your coach	Due this Saturday (7/20) at 7:00pm	
<input type="checkbox"/>	Monthly Coaching Session (90 minutes)	Due next Wednesday (7/24) at 7:00pm	

-and-

<input checked="" type="checkbox"/>	Set up Customer Database - Complete Step 1	Done Late today (7/16) at 1:51pm Was due 7/1/19 at 7:00pm	
<input checked="" type="checkbox"/>	Call for insurance quotes	Done Late today (7/16) at 1:50pm Was due 7/1/19 at 7:00pm	
<input checked="" type="checkbox"/>	Work on Vision, Mission and Goals Worksheet	Done a little Late today (7/16) at 1:49pm Was due 7/15/19 at 7:00pm	
<input checked="" type="checkbox"/>	Upload latest marketing files	Done Late today (7/16) at 1:23pm Was due 6/1/19 at 7:00pm	
<input checked="" type="checkbox"/>	Schedule a time with Morgan	Done 13 days ago (7/3) at 3:38pm Was due 7/8/19 at 7:00pm	

These screenshots are of the Actions tab – the place that tracks actions to take and actions that have been taken. As you begin using the platform, you will see color coding. It appears in other locations within the Titan Coaching Hub as well. The following explains the color coding.

Actions that are on time are green, actions that are late are red. Actions that are about to become late or were done a little late are yellow. Orange applies to today. Simple, right? This color coding lets everyone see at a glance how things are going in terms of timeliness, including the ever-growing record of past actions. And, green is more soothing than red, so the color scheme (hopefully) subtly encourages timely completion of things.

The first screen shot above (the one with all green tabs) is a bit nicer to look at than the one below it. It's like looking at a report card with straight A's rather than one containing letters from all over the alphabet.

I invite you to consider the mindset that, if your Actions tabs look like the ones on the bottom, *you are doing it wrong... but* NOT in the sense of “You’re a bad person because you’re regularly late in getting things done”. No. You will do as you do and that’s okay. Coaching is meant to stretch you so acting on it is often going to be a challenge. Instead, what I mean when I say you are doing it wrong is that you’re using Actions in a way that is *not serving you as well as it could*.

So, what does it mean to have Actions serve you as well as they could? Simply this: keep it green. Green means on time. Deadlines pass with actions uncompleted, yes, but slipping into lateness means a certain degree of being asleep at the wheel. Instead of allowing that to happen (which, over time, creates a nasty sensation in at least some parts of your brain that “following through on my actions doesn’t matter” and/or “I stink at getting things done”), adopt for yourself a policy that you keep your Actions in the green.

How? Well I’m not going to say by simply doing all your actions on time. In reality distractions come up, things change or reveal themselves to be more difficult, and so forth.

Here’s what you CAN do:

- **Set reminders.** Don’t let deadlines just slip by your awareness, know about what’s coming up with reminders.

- **Re-promise as needed.** A due date for an Action is more or less you making a promise, that *I will complete such-and-such by this date*. It's Tuesday and you have an Action due Friday that you know you're not going to be able to finish? Pop in and change the due date to something you can stand behind. Timely reminders will help you to call this sort of audible as early as possible. And I promise you: the experience of doing this well BEFORE a due date has passed is very different from doing it after. It's like rescheduling a meeting with someone 2 days before versus 2 hours after it was supposed to start. Try it sometime; you'll get very different reactions.

- **Re-tune the level of your ambitions.** A lot of red and yellow in your action plan is a healthy hint that *maybe* you are regularly biting off more than you can chew. "But isn't it good to be ambitiously taking on more things?" Ostensibly, yes. But it turns out that as you over-promise and under-deliver, you gradually chip away at your sense of effectiveness at accomplishing things, and nothing kills productivity in a given moment quite like knowing yourself as a worthless slouch. Re-tuning your ambitions amounts to making more responsible promises regarding what you'll do. Maybe you make fewer actions and maybe you give yourself more generous deadlines.

Taken together, these 3 strategies should enable you to always be on time with your action plans.

Finally, I'd like to point out that yes, you *could* make actions with super far out due dates, or push due dates back after the fact, or mark actions complete earlier than they were actually done, all just to be on time. But take this seriously for your own benefit,

don't do it to impress your Coach. Just having a sea of green on your Action tab isn't what matters. What matters is the process of responsible follow through which got you there.



Make a plan that you intend to actually fulfill and take your due dates seriously.

As a side note, I don't want to alarm you with some sort of big brother concern, but did you know your coach gets an email the minute one of your incomplete actions becomes overdue? The heads-up serves as an opportunity to step in and help in case you might be stuck, so it's a good thing.

To Cancel or Delete?

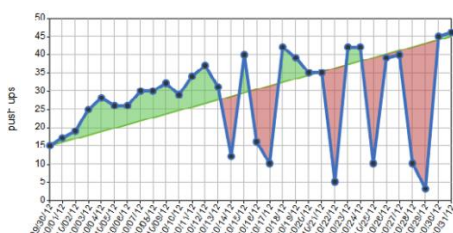
When it comes to Actions that you're just not going to do, the Titan Coaching Hub gives you two options: canceling or deleting. When it's an Action you just created and suddenly realize something like "wait, that's not the right thing to do right now", then deleting it is fine. Chalk it up to essentially being a typo, no need to have that clutter your history of actions.

But when it's an Action you've had around for a while, one which you seriously intended to do but now things have somehow changed, it's probably better to cancel it, and even better to leave a little comment about why. Doing so has your actions history tell a more complete story about what's working and what's not.

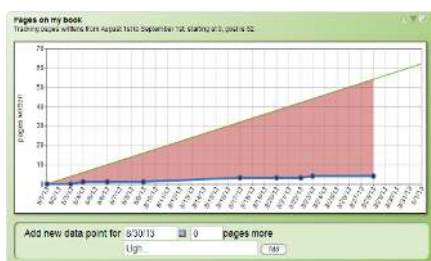
Reading Metrics

First off, just the words “Metrics”, let alone the charts, sometimes make people feel uncomfortable because they are foreign to them. Don’t worry – your Coach will make sure you have the skills to become sharp as a tack when it comes to Metrics. That said, we will proceed:

For starters, Metrics are simply thing that you measure. That’ it. It could be the number of sales calls, length of presentations, daily hours worked, etc. Then you evaluate your measurements and take actions accordingly. The Metrics section of the Titan Coaching Hub gives you a handy way of illustrating how things are going relative to a target. If you’re on the happy side of the target value, the area which separates target from actual is shaded a happy green. Likewise, if reality is falling short of the desired outcome, the difference is shaded in red:



Sometimes you have an aim to build towards some goal in a cumulative fashion over time, yet no progress is being made. Your metric is apt to look something more like this:



I call this the “Red Triangle of Despair” because every day that goes by with no forward progress makes the gap between reality and goal wider, often leading sooner or later to a downward spiral called “Ugh, this is hopeless so why even try.”

This is an instance where setting a goal is counterproductive, it would actually be better to have not set up a Metric at all. (After all, there is a certain demoralizing quality about a machine prompting you, on a regular basis, to enter in yet another zero.) When you start to see a red triangle being gradually built up over time, take time out to examine the situation.



Every day that goes by with no forward progress makes the gap between reality and goal wider, often leading to a downward spiral.

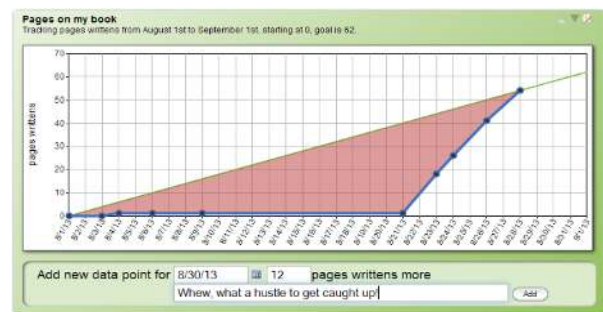
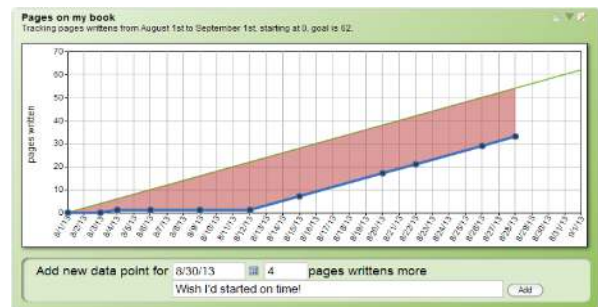
Chances are one of three things will be the case:

- **The goal is realistic but there are no actions in place to make it happen.** Work with your coach to plan out actions that will get you back on track, and then take those actions seriously.
- **The goal is actually pie-in-the-sky given how things are right now.** That’s okay; just recognize that you made it up so you can always make up something else. Revisit your expectations and come up with a target that is more in line with reality, something that gives you a game at which you have a fighting chance.

- **The goal is realistic to catch up to but only after something else happens.** Call it Magic Turning Point X (for example sales, and X is you getting the marketing materials together in order to properly tout what you're selling). In this case make the Metric begin only after X occurs, so that you don't have this looming goal putting undue pressure on getting X right. And perhaps, assuming X is something you control or are working towards, you create a metric called "Progress towards X happening" measured as percentage points from 0 to 100. This, again, gets your focus on playing a game that you can make immediate progress towards.

If you're facing a Red Triangle of Despair, look for yourself to see if one of these situations applies to you, and then work with your coach to remix the situation into a more empowering one.

You might also wish to beware the "Trapezoid of Late Beginnings" and the "Catch-Up Triangle"



Have goals that are realistic and adjust if they are turning out to (truly) be otherwise. Always be progressing towards whatever you are working on.

Timely Reminders and the Boy Who Cried Wolf

One of the most powerful tools you have at your fingertips is the ability to set reminders for yourself. This is the opportunity to take your destiny into your own hands during the days *between* coaching sessions. In collaboration with your coach you've most likely created an action plan to play at until you talk next, and setting reminders for yourself is how you say "Yes: the ball is in my court and I'm going to ensure I get these items handled."

As you are no doubt aware, life comes up and inspiration fades. These are but two reasons why you might lose track of your action plan, the doing of which generally represents going above and beyond the usual to stretch and grow yourself. So set timely reminders as a way to keep what is important to you in your attention.

By "timely reminders" I mean reminders that you'll receive at a time when you can *act on them*. Say there's a little 3-hour project for you to finish before you talk with your coach next Tuesday. You could push it until Tuesday, but you'd like to have it done over the weekend, when you've got time to work on it. Sunday would be a good day for it. So make it due on Sunday at, say, 8pm. Then set reminders for 2 days before (i.e. Friday at 8pm, to remind you to keep some time free this weekend), and another 12 hours before (i.e. Sunday morning, reminding you to take time today and get it done by this evening). Compare these reminder times with, say, 3 days before and 1 hour before. At 3 days before the due date it's Thursday night, when you're not yet planning to work on it and you're more liable to forget again before the weekend. At 1 hour before it's probably too late if it's not started already.

Action:

Due: at

Project?

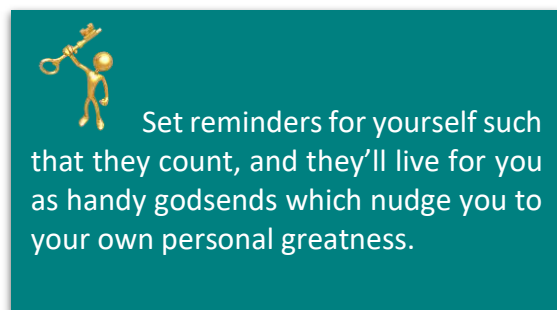
Reminders:

me	2	days	before via	email	
me	12	hours	before via	email	
me	20	minutes	before via	text	

Comment:

This is the little strategy to setting due dates and reminders: aim to have the Titan Coaching Hub give you a little tap on the shoulder at times when it is most useful to you in the moment.

The worst thing you can do with reminders is have them arrive at a time when your immediate reaction is something along the lines of "Yeah, yeah, but I can't do anything about that *now*." Then the reminder system becomes a nag without providing any benefit. Skip through enough messages like that, and before you know it, like the boy who cried wolf, the System's reminders and alerts will live for you as being extra noise to filter out, meaning you'll ignore them when they would otherwise be genuinely useful.



Emotionally Invested

You would be surprised what taking a little time on your own will do to up your emotional investment.

Emotional investment in what? **In your own personal success and results.**

Though super counter-intuitive, you being emotionally invested in your own success is NOT automatic and thus NOT to be taken for granted. Sure, it's your own success, and so what could be finer insofar as you are concerned, right? But it turns out that a vision and action plan for your triumph generally start out, by default, in the "Hey yeah, I guess that would be nice" realm, which is, in fact, a far jaunt from the "YES, I want this and I am going to make space in my life to pursue it" realm.

More often than not, you will be attuned to a vision for elevated awesome in your life immediately following your coaching sessions. That's one of the main purposes of your coach: to get you aware of (and excited for) what could be, and clear how to move forward. But remember--until you begin to genuinely run with that sparkling vision in earnest, it will live in the "I guess that would be nice" realm.

So, take a little time to get yourself emotionally invested. Fresh off of a coaching call wherein you've devised an approach to work at for the coming week? Then strike while the iron is hot: take a 5-minute timeout to write up your thoughts about the plan, any concerns you might have, what fulfilling on it would mean, and how you're going to go about doing so.

The act of you doing this creates in you an emotional investment, one that will see you through to fulfillment. Do this as a Journal Entry to have it automatically shared with your coach, further enabling him or her to support you.

Write a Journal Entry

Title: Reflecting on Product Creation

Paragraph

It's strange to think that in my very beginner state as a web programmer that I might actually come up with a product that I could sell. Still, this is a very enticing thing for a number of reasons:

1. My network is pretty limited for getting freelance gigs
2. Having a project that I can be really passionate about and evolve for the long haul sounds great
3. Selling a product scales much better than selling my hours

In my last 3 years in the non-profit world I've seen tons of inefficiencies and pain points that would actually be pretty easy to solve with software. I'll take two hours this weekend to list those out, and go from there. I'm excited to think I might fast-track this whole process.

☐ Make this entry private, for my eyes only

Save [Cancel](#)

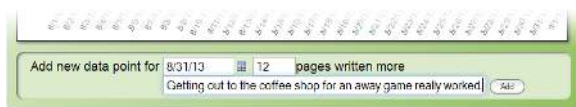


After a session, take a minute to think about and write up your newfound clarity. This will turn good ideas into actionable comments.

Make Observations in the Laboratory of Your Own Success

A lot of the work you will do in your process of being coached will amount to exerting effort and noting the results. With a Metric or two you'll be able to track how things are going over time, for they will cause you to specifically measure the results you get on a regular basis.

Here's the thing: it's not just about the numbers. In the moment you're recording a number, you have, fresh in your head, the story behind that number. Whether you had a great week, a rough one, or anything in between you know in that moment the "why" behind it: what really worked, where you got stuck, or even the details pertaining to your mood and motivation.



It may seem trivial to do so but take a moment to observe what led to the result. It might be clear as can be in a given instant, or it might take some 30 seconds of introspection. Either way be sure you have some nugget, a one- or two-sentence blurb, which tells the story of your progress at this particular step. Then add that blurb as a comment about that result as you report it.

The magic of doing this isn't in the moment (though it can be, if that pause for insight leads you to a deeper awareness of what's working or what's not). Rather it's in the story that gets built up over time.

What's fresh on your brain in the moment won't be two months from now, and being able to look back over a series of

observations paired with your numbers will reveal patterns which give way to insights:

- One-time flukes of success can be turned into repeatable processes.
- Common pitfalls can be turned into predictable things made easy to avoid.
- Ultimately, what you're capable of and how to accomplish it comes into focus.

Even if you don't consider yourself much of a scientist, every day that you record a progress point counts as another experiment in personal accomplishment. Make observations and, with the aid of your coach, learn from your accumulated awareness.



Add comments with your Metric data points. Doing so will provide immensely valuable insight as your progress unfolds.

Sow the Seeds of Conversation

Throughout your coaching relationship, you're going to talk with your coach on some sort of regular basis, right? Those conversations are your chance to get focused insight and expertise about what you're up to, so you may as well get as much out of them as you can.

By posting comments and journal entries, you can clarify your wants in coaching in a number of ways. The following make great fodder for coaching conversations:

- Areas in which you are struggling
- Questions regarding things you wish to learn more about
- Ideas which you are curious about exploring

So as you go through your days prior to your next coaching call, leave the occasional comment or write the occasional journal entry about things that matter to you which your coach may be able to help with. It all goes into a record that your coach has access to, and most likely will be reviewing right before your next session.

By giving your coach a little window into what you're working on or are interested in, you sow the seeds for a great next conversation, one in which you'll be able to dive right into the things you care about most.

Wonder Out Loud

One of the best kinds of remark to share with your coach is musings about what might be. Remarks that begin with "What if I..." and "It

would be amazing if..." and "I'm curious about trying..." all tend to spark inspired explorations and lead to worthy new approaches.

Your coach is listening for your ambitions, so make them heard. He or she may be more able to guide you in getting there than you know.



Comment or journal about whatever is on your mind, because doing so sets up your coach to support you on the very things that are important to you.

Self-Direction

Sooner or later you may find yourself in a place where you could actually come to a coaching session with your own action plan already made up. Why would you do that?

If one of the key aspects of coaching is coming up with action plans, then similarly fundamental is a deep dive into the tactical side of those plans. If you come prepared with an action plan already laid out, there's more time for your coach to help you refine your approach, work out ways to overcome barriers, and lend insight on how to execute for maximum win.

If you don't know where to begin making an action plan in a given week, that's totally fine: your coach will happily work you through the process as usual. But if you have even a hunch of what to tackle in order to keep moving forward, put in an Action or two. It'll set you up for even more focused guidance.



Just Plain Showing Off

At some point, you might find yourself delighting in having an action plan color coded in all green, Metrics that are all on track with worthy targets, and being Self-Directed and generally on top of things while driving further accomplishment.

The Titan Coaching Hub makes your performance, follow through, and results super visible to your coach (and to you!).

Let us call this "showing off" for short. The further you can take yourself on your own, the further you can get with your coach's support.

When your performance is there to be seen by someone who is not you, showing off becomes possible. In the context of your decidedly supportive coaching relationship (wherein your success is of primary importance), showing off is completely appropriate and even most welcome.

So, feel free to do it. Impress your coach. And not for the sake of impressing your coach, but because of what it means for YOU. Because when you impress your coach, something is going VERY, VERY right in the pursuit of your own goals.

If You Don't Record it, it (Almost) Didn't Happen

Between Actions for the things you complete and Metrics for the results you obtain, The System documents the lion's share of what you accomplish within your coaching relationship. I invite you to consider that recording as much (i.e. marking Actions complete, journaling and commenting and regularly reporting your Metric numbers, etcetera) is a vital part of such accomplishment happening at all, and this is for 3 reasons.

First, keeping the state of what's-so up to date within The Titan Coaching Hub makes it possible for your coach to keep up with your progress on a regular basis. This allows your coach to give you better and timelier feedback and support, including well-deserved congratulations now and again.

Second, recording these things is great for your own personal satisfaction and clarity. Marking an Action done lets you put it to rest in your brain, making more space for what's next. Reporting a Metric number makes the result real and official, giving you a moment to celebrate the win and/or ponder how to improve for next time.

Third, you're creating a record for the ages. This might not be obvious beforehand, but I promise you that having records of your completions and results is not only delightful, but downright useful as well. A concise, easy-to-review account of what you've accomplished serves as powerful & compelling evidence of your effectiveness. Few things will convince you how far you can go quite like seeing how far you've come!

When you make a record of an accomplishment or a result, it takes on a certain realness. Otherwise it likely fades from memory, into the oblivion of just a bunch of stuff that happened months (or years) ago.

Document Your Successes

When something really worked, take a moment to journal about it. As journal entries are shared with your coach, this is your chance to brag to your audience of one. A brief note about the win, written for your coach to read, will help you crystallize your thoughts regarding your success. You'll be surprised how often doing this reveals insights about what you could do again to enjoy repeated successes.



Recording progress makes it real: satisfying today, insightful tomorrow, inspiring over the long haul.

Inspiration at Your Fingertips


As you continue working with your coach, using the online Titan Coaching Hub to support your meetings and efforts, an ever-growing trove of wisdom and insights will gradually emerge, one that is tailored JUST FOR YOU.

Session notes, comments, and other forms of feedback all constitute nuggets of wisdom handed down from your coach and captured for you to review at any time. Take advantage of this. Once documented, the inspiration and clarity you get by the end of a typical coaching call is yours to revisit.

When you're stuck or could otherwise use some of that good stuff, the answer may lie in simply reviewing the notes from earlier work. That way, your coaching relationship can build upon itself at an ever-quicken pace, allowing you to grow and take on ever bigger things.

Sep 07 2 days ago at 9:00am
**Coaching Session - 9/7/13**
The Situation/Focus
REALLY nice work on your Baller Move pitch and product pondering assignment. With these comes an interesting crossroads of what to do next. Fortunately we have the luxury of you being clearly more fond of one of your product ideas.
Key Insights or Distinctions

- Your Grants project is ripe for starting. The first step is to map out the MVP something you can probably knock out in a month or two and wouldn't feel ashamed to ask \$20 for it.
- This is not the capital-4 Truth but is a [View More](#) come from; if you get any flak regarding




Super solid stuff ma' man. I'm even more excited for you than usual.
Saturday, Sep 7 (2 days ago) at 10:01am

[Add a comment...](#)

Sep 03 6 days ago at 6:11pm
**Possible products**
So, while I'm totally stalled out on the Baller Move pitch, I'll write these out. I actually got quite into thinking up products, though.

I mostly just thought about the things at my work that are frustrating and tried to see if there are ways to deal with them. It turns out that, at least as far as I know, there aren't ways to make them go away, but that doesn't mean there aren't pain points that can be dealt with for the people who are creating the problems. This is a roundabout way of saying that two ideas that really excited me that I spent more time thinking about [View More](#) are and grants.



Study work my friend. I think you've got a ripe, personal project to play on in here. Happy to talk with you about mapping things out for an strong MVP.
Saturday, Sep 7 (2 days ago) at 6:05pm

[Add a comment...](#)

Sep 03 6 days ago at 6:11pm
**Spend 2 hours contemplating and sketching out possible software products in a notebook**
Due Tuesday, September 3rd @ 7:00pm
Done Tuesday, September 3rd @ 6:11pm




A few constraints to make this easier:

- Something you would charge \$20 for.
- Pretend it's okay/feasible for you to spend an hour or two installing/training each new customer to get them set up.
- Your company might be an suitable customer for this, but not necessarily.

Friday, Aug 30 (10 days ago) at 8:44am

I wrote up my thoughts in a journal entry. There's no killer app there, but I'm actually feeling pretty enthusiastic about the two ideas I settled on as sets of problems to solve. Feel free to disabuse me of that, though. I just took to this more quickly than I thought I would.
Sunday, Sep 2 (8 days ago) at 6:13pm


[Add a comment...](#)

Aug 30 10 days ago at 8:00am
**Read up on Baller Moves**
Due Friday, August 30th @ 1:00pm
Done Friday, August 30th @ 8:00am



Read this article here: blog.jpl-consulting.com/2011/06/mockout-final-impressions/ and the journal entry I've added. Then think about what a baller move might be for you.
Friday, Aug 30 (10 days ago) at 7:37am

[Add a comment...](#)

Aug 30 10 days ago at 8:00am
**Coaching Session 8/30/13: Baller Moves**
The Situation/Focus
The "training montage" that is your current project work (with all its attendant learning) is going well. As per the cliché, every training montage is leading up to a final showdown with the bad guy, or the "head boss" in Nintendo speak. I invite you to consider that your head boss for which you are training should take the form of the Baller Move™.
Key Insights or Distinctions

- New software products are often dreamt up and created by just some dude. You are just some dude.

[View More](#)

[Add a comment...](#)

Not Just for Your Coach

The tools in the Titan Coaching Hub are first and foremost concerned with you getting the most out of being coached. Yes, the actions, metrics, journaling and so on will largely be directed by (or otherwise stem from) the work you do with your coach, but please feel at home to set things up to support yourself in whatever's important to you.

Do you want to take advantage of the reminders you can set for some other things on your to-do list? Go right ahead and set up a few Actions to support yourself.

Do you have something else you'd like to track over time with a Metric? Set on up and

make it your own game with targets to play for.

What about journaling your thoughts on something not directly related to your coaching program? Feel free, your coach might even lend insight into whatever it is you write about.

If it helps you to get things done, grow as a person, or otherwise makes your life better, I promise that your coach will be delighted by your use of the Titan Coaching Hub.

All our best to you for your success. Now go out and become a "Titan"; one of prodigious size, strength or achievement!



In addition to the technical work you do, the records which accumulate make up a personalized stash of self-development goodies as well, so take advantage consistently. Make yourself at home and use the tools provided to serve you however they can.

