

A SOUTHWIND REGION

New England Elite

Coaching Dashboard

How to Use This Dashboard

Daily coaching dashboard for franchise leaders. Pulls live data from each franchise's *Junk Route Stats / Digital Whiteboard* tab every weekday at 5am ET. Surfaces who needs coaching, who deserves recognition, and gives you Coach Rick - an AI coach grounded in your CSL Scenario playbook and 30+ leadership models you can talk to anytime.

The 30-second pitch

Open the dashboard each morning. Read the motivational message. Skim the worst-5 picks in each franchise. Tap into a teammate's card to see Coach Rick's diagnosis and 10 pre-written coaching answers. For anything else, open the chat and ask Coach Rick.

1. The Two Views

The dashboard has two tabs at the top. Click between them anytime.

■ Dashboard

Today's coaching list. Hero stats, motivational message, top performers, morning huddle brief, and the worst-5 teammates per franchise with full AI-generated coaching write-ups. This is your morning briefing.

■ Coach Rick - Full Chat

Full-screen chat with Coach Rick. Sidebar shows every teammate in the region (searchable, filterable by franchise). Pick anyone OR start in General Coaching mode to ask about leadership, training, culture, and development.

2. Dashboard Walkthrough (top to bottom)

Hero stats

Time-aware greeting (morning / afternoon / evening), a dynamic headline that adapts to today's reality (e.g., "3 urgent teammates need attention today"), and a stat row showing left-to-coach, urgent count, high count, lowest score, and average score.

■ Coach Rick's Motivational Message of the Day

Coach Rick writes a fresh 2-3 sentence motivational message every morning, in plain blue-collar voice. References today's reality (urgent count, top performers, day of the week). Read it before your huddle.

■ Top 5 Regional Performers - This Month

The 5 highest-scoring teammates across the entire region for the month-to-date. Composite score is the primary sort. AJS is the tiebreaker. Use these in your huddle for recognition; ask one of them to walk the team through what's working.

■ Coach Rick's Morning Huddle Brief

A 90-second huddle script Rick writes from the entire team picture. Three sections: **What's working** (recognition), **Where the focus needs to be** (team-wide pattern), **Today's challenge** (one concrete behavior tied to a Scenario step). Two buttons: ■ Print and ■ Copy to clipboard - paste into Slack or read aloud at the meeting.

Franchise sections (BNO / BSO / CP / CT)

Click any franchise tab to drill in (or click "All" for the collapsed view). Each franchise shows its top performers strip first, then 5 coaching cards.

■ Each coaching card contains

Severity tag · 5 metric badges (Score, Adj AJS, Complaints, NPS, Reviews) · **The Why** (data interpretation) · **The Play** (specific action this week) · **Coaching Anchor from Training** (verbatim CSL Scenario quote that maps to the issue) · Notes box you can type into · ■ **Ask Coach Rick** button · **Mark Coached** button.

3. How the Score Works

Every teammate gets a single composite score from **0 to 100**, computed from four metrics. Hitting standard on a metric earns a clean 100 for that slot. Missing standard reduces it proportionally. No bonus for going above standard, no double-counting.

Metric	Weight	Standard
Adjusted Resi AJS	50%	\$725 (BNO/BSO) · \$619 (CP/CT)
TTM Complaints	27%	≤ 1.50% (≤ 1.30% at CT)
NPS	14%	≥ 90%
Google Reviews capture	14%	≥ 25%

Raw weights in spec are 50 / 30 / 15 / 15 (sums to 110). They're normalized so the final score always lands on 0-100.

How a sub-score is calculated

Higher-is-better (AJS, NPS, Reviews): $\min(100, \text{value} \div \text{standard} \times 100)$

Lower-is-better (Complaints): $\min(100, \text{standard} \div \text{value} \times 100)$

Example. A BNO teammate with AJS \$580 (standard \$725): $580 \div 725 \times 100 = 80$. That sub-score then weighs 50% in the composite.

Tiers and posture

Tier	Score	Rick's Posture
ELITE	95+	Recognition first. Ask what's working.
SOLID	80–94	Light maintenance. One small course-correction.
WATCH	65–79	Curious. Diagnose with them. One habit shift.
URGENT	< 65	Direct. Plan with timeline. Pair shadow + script.

Eligibility: only teammates with at least **10 residential jobs** in the period are scored. Smaller samples are too noisy to coach against.

4. Talking to Coach Rick

Coach Rick is the AI coach embedded in this dashboard. He has the full CSL Scenario playbook (Scenarios 1, 2, 3.1, 3.2, 3.3) and a leadership library of 30+ named frameworks committed to memory - GROW, Radical Candor, the 5 Dysfunctions of a Team, Crucial Conversations, Pink's Drive, Andy Grove's 1:1, Bill Campbell's coaching posture, Brené Brown's daring leadership, Wooden's Pyramid of Success, and more.

He's tuned to talk like a real coach who came up through the trucks - plain blue-collar language, short sentences, no consultant jargon, no author name-drops. He'll ask you a clarifying question first when context is missing, then give you a real answer.

Two ways to open chat

From a teammate card

Click **■ Ask Coach Rick** on any worst-5 card on the dashboard. Rick gets that teammate's full data + a 10-question deep-dive auto-generated each morning across three categories: **Today's Conversation, Diagnose the Pattern, Path Forward.**

From the Coach Rick tab

Click **■ Coach Rick · Full Chat** in the top nav. Sidebar lists every teammate in the region (search by name, filter by franchise). Pick anyone, or stay on **■ General Coaching** at the top to ask about leadership, training, culture, or development.

■ Tips for getting good answers

- Be specific. "Why is Deven's NPS at 29%?" works better than "Help Deven."
- Ask follow-ups. Rick remembers the conversation within a session.
- Ask for what you'll actually use: "Give me a 60-second 1:1 opener" or "Write a verbatim line I can say to start the conversation."
- Push back when his read seems off - he'll adjust. He treats your knowledge of the team as more authoritative than his own.

Memory and refresh

Conversations are saved to your browser as you go and auto-cleared on every page refresh. Each refresh starts you with a fresh slate. Multi-turn within a session is fully remembered (Rick sees the last 8 exchanges on each new question).

5. What Runs Every Morning

Every weekday at **5am ET**, an automated workflow:

- Pulls fresh data from all 4 franchises' Digital Whiteboard tabs (entire sheet, every teammate)
- Computes composite scores; identifies worst 5 per franchise + top 5 per franchise
- Asks Coach Rick to write Why / Play / Anchor + 10 deep-dive Q&As; for each of the 20 worst-5 picks
- Picks the regional Top 5 Performers for the month (AJS as tiebreaker)
- Has Rick write today's motivational message + the morning huddle brief
- Writes the full roster.json (all 198 teammates) for the chat sidebar
- Auto-deploys the new dashboard to Cloudflare Pages

Manual refresh

If you ever want a fresh pull on demand, you can trigger the workflow manually:

```
github.com/ThomasHaslam/nee-coaching/actions → "Refresh coaching dashboard" → "Run workflow"
```

How to know when it last ran

View source on the page (or just trust the Top 5 / huddle / motivational message - they're always today's). The hidden HTML comment near the top reads `<!-- LAST_UPDATED: 2026-04-27T05:30:00Z -->`.

6. Quick Reference

Keyboard shortcuts

Action	Shortcut
Open command palette (search any teammate)	⌘K / Ctrl+K
Print today's coaching list	⌘P / Ctrl+P
Close any modal	Esc
Submit a chat message	Enter
New line in chat	Shift + Enter

Mobile tips

- On the chat tab, tap **■ Roster** in the chat header to slide the sidebar in. Tap a teammate, drawer auto-closes.
- The chat input handles the keyboard correctly - it stays visible as you type. If it ever glitches, scroll up once and the layout will reset.
- Add the page to your home screen for a one-tap launcher.

Useful URLs

Dashboard: `nee-coaching.pages.dev`

Direct to chat: `nee-coaching.pages.dev/#/chat`

Workflow runs: github.com/ThomasHaslam/nee-coaching/actions

Built different.

If something's confusing, broken, or could be better - say so. The dashboard is a living tool. Every piece of feedback makes the next version sharper.