

## **What is Coaching?**

The coaching relationship is a working relationship between a coach and a client that both individuals regard as a high priority and to which they are fully committed. It is a client-centered, action-learning process that facilitates movement towards meaningful goals.

Coaching provides support for the enhancement of the client's performance and the quality of their professional life. It is present and future-directed and does not depend on resolution of past events. Coaching can be viewed as a development opportunity.

## **This 6-month Coaching Package Includes:**

- Meeting with client to establish rapport, confirm interest in being coached, and discuss potential coaching objectives.
- Meeting with manager or director to discuss potential coaching objectives.
- Meeting with all parties to review and agree upon coaching objectives.
- 12 hours of coaching over 6 months.
- CDP or EQ-I assessment.
- Difficult Conversations Power Toolkit.
- Optional mid-way check in meeting with all parties.
- Closure meeting with client, manager or director, and myself.

## **Coaching Sessions**

Coaching conversations focus on helping the client to gain clarity and increase their self-awareness. During our sessions I help the client explore new options and possibilities for enhanced impact, performance, and results. I also help the client to set goals and develop strategies with an emphasis on action, accountability, and follow through.

The lengths of the coaching sessions are tailored to suit the client's needs and schedule. Generally that will be 50-60 minutes of coaching every two weeks. I have typically found that it takes at least 3 months to begin to change behaviours and adopt new ones. This requires that the client first notice the behaviours that they want to change, then start letting go of those behaviours before they can replace them with new behaviours.

## **The Process**

1. **Meeting with Client** – The coach meets with the client to discuss their goals and objectives for the coaching engagement. The client's career history and the current team and organizational context are also discussed.
2. **Meeting with Manager or Director** – The coach meets with the client's manager or director to discuss their goals and expectations for the coaching engagement and the overall organizational objectives that the coaching is intended to address.
3. **Initial three-way meeting with Client, Manager or Director, and Coach** – The coach meets together with the client and the manager or director to discuss objectives for coaching, desired outcomes, definition of success for the coaching engagement, the coaching process, confidentiality, and expectations for client and the manager or director during the coaching engagement.
4. **Closure Meeting** - The client facilitates the closure meeting with the client, the manager or director, and the coach. In this meeting the client will discuss the progress they have made as well as recommendations for continued development.

## **Manager or Director Involvement**

- Preliminary meeting with the coach to discuss objectives for clients' development and overall organizational objectives.

- Initial 3-way meeting to develop the objectives of coaching.
- Completion meeting to:
  - Review what the client has learned through the coaching process.
  - Explore what the learning means and how the client will continue to apply this new information.
  - Discuss what, if any, additional support is required to stay on the path of continuous improvement and professional growth.

An interim meeting with the client, manager or director, and coach may be scheduled if requested.

## **Confidentiality**

In accordance with the International Coach Federation Code of Ethics, all information that is communicated during coaching is confidential and will not be shared with anyone unless the client gives approval. Any reporting on the progress and results of the coaching process is the client's responsibility.

## **Feedback**

The director or manager is responsible for providing regular positive and constructive feedback to the client on growth areas, including the areas covered in the objectives of the coaching engagement. At times, it is also helpful for the client and the director or manager to share the feedback that has been provided with the coach. This will help ensure that the coaching sessions are as productive and fruitful as possible.