



WELCOME!!

I appreciate the opportunity to work with you as your coach, and I look forward to supporting your personal and professional development. I have prepared the following material to help you better understand how the coaching process is designed to work, and to help us both understand where we need to focus in our coaching sessions.

INTRODUCTION AND OVERVIEW OF COACHING

Coaching has been demonstrated to have very powerful results when three factors are present:

- (1) you have a strong desire to develop your potential,
- (2) there is a gap between where you are now and where you want to be, and
- (3) you are ready and willing to take action to achieve the results you want

Through the coaching process, you will:

- 1) Take focused actions based on your strengths.** None of us is able to produce the extraordinary when we focus on trying to improve our weaknesses. Our greatness derives from our strengths. Our strengths develop naturally, and they are enduring. You'll be more able to focus, have more excitement, and be more committed to developing your skills when the goals you set and the actions you take leverage your strengths in a powerful way.
- 2) Understand your own and others' preferred communication styles.** You will have a distinct advantage in your professional or business environment and enjoy more satisfying relationships when you are able to fully discern the preferred styles with which you and others communicate. When you understand yourself and others, rapport is quickly established, and communications of all types are more effective. This can be enormously important when you consider the fast pace with which business and interpersonal interactions take place in today's environment.
- 3) Establish and accomplish stretch goals.** You'll be surprised about how much more you'll reach for and not be overwhelmed in the process when you have a trusted partner in your success. You'll find it easier to set and attain ambitious stretch goals with the support and accountability of the coaching relationship.
- 4) Use the power of language to enhance your effectiveness.** There is an awesome amount of power accessible to you when you have full understanding and command of language. I will help you identify those areas where your language diminishes your presentation or holds you back from being all that you are capable of. I'll help you create new uses of language which serve you and your vision.

- 5) **Make better decisions.** This is because your focus will be clearer. Every single one of my clients is gifted, but not always focused. I will help you become focused as you share ideas with me. As your coach, my full intention is to understand you and be completely endorsing of you and your goals, yet challenge you to be sharper and more focused in your thinking.

HOW I COACH MY CLIENTS

Each professional coach has his or her distinctive style of coaching. I want to share with you how I coach, what I expect of my clients, and what you as my client can expect from me.

I expect your best.

By retaining me as your coach, you are making a statement that you are ready to achieve a new level of personal and/or professional excellence. I am prepared to support and endorse you to reach for much more than you might have asked of yourself, always in accordance your stated agenda, and always within your capabilities. It's my job to help you identify and systematically eliminate obstacles, both internal and external, to your success. It has been my repeated experience that most obstacles are in fact internal (i.e., attitudes, beliefs and habits that get in our way of being all that we are capable of being).

I make direct requests.

As your coach, I will help you move into action. I do this by making direct requests, usually in the form of fieldwork like, "Will you commit to accomplishing X by the end of this month?" Or, "I think you are ready for more, so go for it!" You may accept the request, modify it or decline. I will always support you, however you respond.

I offer observations and suggestions.

From time to time I may make specific suggestions on how you might think about a challenge or approach an opportunity. In addition to the ideas and possibilities I'm supporting you to generate I may offer other alternative ideas or food for thought. Sometimes, during a coaching session, I will get an "inkling" about something, and I will share it with you. Regardless, what you use is your choice and it is important that you always use your own judgment, because you know yourself better than anyone else does.

I don't "step over" much.

When I hear a funny tone in your voice, become aware of one of your blind spots, or notice something new or different, I will ask you about it. Often, it is these small "moments of truth" which create the opportunity for a significant shift in your thinking, feelings or behavior. Be assured that I will not confront or push; I will merely invite you to look at something. I can do this because we have a relationship based on trust, and such a relationship supports truthful communication.

Your work and your life are yours to manage.

You are responsible for your outcomes, how quickly you attain them, and how far you stretch. As your coach, I am your advocate, a catalyst, an accountability partner, and compassionate truth teller. I will provoke you with questions; hold up the mirror so you can see both your strengths and limitations, and celebrate your successes with you. I will help you identify and leverage your personal strengths. That is where your greatest potential lies.

Success looks different for every client, but it's often the shifts in attitudes and thinking which can have the most profound results. I will share principles with you which can increase your success and add to the quality of your life, but I will do so without any attachment that what I share is the

“best way” or the way you should do things. I like to think of my coaching as “assistive” but never “insistive.” I respect you for the mature adult that you are!

Please keep me informed. I ask you to keep me informed about what’s going on in your work and life that may impact our coaching, as well as what you need from me as your coach. Remember, it’s your agenda!

Our relationship is confidential. The information you share with me will be kept strictly confidential. I will not discuss anything regarding your coaching with anyone else within or outside the organization without your explicit permission. I will also not use your name as a reference without first obtaining your verbal or written consent. You, of course, may feel free to discuss your coaching with others, as you deem appropriate.

COACHING SERVICES TO BE PROVIDED

Based on our initial discussion, the following represents the coaching services I will provide during the next few months:

- Use of applicable forms and assessments.
- Review of assessment information you provide for the purposes of establishing a context for our coaching. This could include previous 360 feedback, performance evaluations, career growth plans or other relevant materials.
- A one hour initial session, in this meeting, we will review our Coaching Agreement, discuss how we will work together, debrief assessments, establish coaching goals, identify measures which could be utilized to determine the impact of our work, and discuss how I can best coach you.
- We have 2 hours each month for our coaching sessions and will determine the best way to use this time based on your needs and preferences. One option is to plan for two one-hour calls per month or three 40 to 45 minute calls or four 30 minute calls.

HOW TO WORK WITH ME AS YOUR COACH

1) Be intentional about what you want to accomplish. Coaching fosters the realization of extraordinary results when you have a clear and compelling agenda. This means keeping your overall coaching goals at the forefront, and systematically taking the actions which will move you in the desired direction.

2) Come to the coaching session prepared, with an agenda. We have a set amount of time together, and you will want to have a written list of the things you want to share and discuss, in order to maximize the coaching session. I have provided a Coaching Call Prep Form you may choose to use. Regardless, please include the following as you prepare for our time together:

- successes and wins you’ve had since our last session
- challenges and how you’ve handled them
- shifts or new awareness
- opportunities within your field of vision
- the outcome you want for this coaching session
- what you see as next to work on with your coach

3) Enjoy our session. We have work to do together, but I want you to enjoy your coaching sessions. In fact, lightening one’s load with humor can be a powerful way to gain fresh

perspective and see new possibilities. Coaching needn't be intense or an effort for you to produce the extraordinary.

COACHING CALLS AND OTHER COMMUNICATIONS

Coaching Sessions: Call me at **416-429-7455** for our scheduled coaching sessions unless we have made prior arrangements for me to contact you. Given that I may have something scheduled immediately after the scheduled end time for our session, please call on time to ensure that we have the full amount of time scheduled for our session. **If you should ever call for a scheduled session and get my voice mail, it is because I am finishing up with another client. Please call back in two to three minutes.**

Changes: If you need to cancel a coaching session, please try to give me as much notice as possible to allow for rescheduling during the same month. We'll either reschedule the call or extend our time in our next session, depending on our schedules and your preferences. There may be times that I am forced to reschedule as well, and I will let you know as far in advance as possible.

Extra time: Please do call me between our scheduled sessions if you want to share a success with me, or need support around a personal or organizational challenge. I will make the time between our regular sessions to speak with you, if needed. These will be brief calls, and we will do our major work during your regularly scheduled session. You may also e-mail me any time at **chala@coachtactics.com** , and I will respond within forty-eight hours or less.

That's about it! I look forward to our first session and to working with you on your coaching agenda.

Sincerely,

Chala Dincoy