

Welcome!

Thank you for wanting to know more about coaching and my services. I have prepared the following Coaching Q&A to assist you getting to know about coaching, my services and how you can get the most from our coaching sessions.

What is coaching?

Coaching is a unique and distinct profession. A coach helps you:

- Solve problems
- Reach goals
- Design a plan of action
- Make decisions

In addition to these areas, the coach “stays with” the client to:

- Implement the plan of action, working through the inevitable changes and any obstacles
- Maintain a healthy balance between your personal and professional life
- Keep looking ahead to take advantage of opportunities that are just now formulating
- Bring out your personal best, keeping focused on your needs, values, and vision

What type of goals can a coach help me achieve?

There are so many goals you can work with a coach about. There are many ideas in your head right now and we can work together to achieve them all, in time.

These goals can come from any of these areas in your life:

- Relationships (friends and/or family)
- Personal Growth
- Romance/Love
- Money
- Career
- Health
- Physical Environment
- Fun and Recreation

Why does coaching work?

Coaching works because it brings out your best. A coach believes you can create your own best answers and is trained to support you in that process.

Specifically, this is what I do with you during our coaching sessions:

- **Listen.** I listen fully. You are the focus. I listen to what you say, what you are trying to say, and what you are not saying.
- **Share.** After you have fully communicated, I share with you my advice, ideas, comments, and views on your situation, dilemma, or opportunity.
- **Endorse.** Anyone who's up to something needs, yes, needs, an outside voice full of endorsement, compassion, and acknowledgement. Not a yes-type person, but someone who knows what it takes to achieve.
- **Suggest.** I want a lot for you. I want you to be healthy, happy, and successful. I want you to be on a strong financial track. I want you to enjoy your family and friends. I want you to have a life that inspires others—and yourself. Part of my job is to be at least three steps ahead of you, yet be with you. As such, I make requests and suggestions.

How do you work?

I work mostly on the telephone: This is called telecoaching. You will call me at a prescheduled time. Most clients call me once per week at the same time each week. Calls last about 50 minutes.

Additional time (extra sessions) are available if needed. Clients may meet with me in person, but most find the telephone to be more efficient (and practical, since not all of my clients live in my hometown).

What credentials do you have in order to coach?

The primary credential of any coach is the assessable success of his or her clients.

Additionally, I have:

- Over 6 years experience in the area of life coaching working with clients from various backgrounds and needs
- Masters Degree in the area of communication
- Accredited coach from the International Coaching Federation
- Currently teach at International Coach Academy helping mentor other coaches to receive their certification.
- Over 35 hours in coaching continuing education credits
- Testimonials available on my site

What else should I know about how you work?

There are several administrative guidelines that you should know:

1. You will receive an invoice for your sessions and I request payment within 24 hours of receiving the invoice.
2. I recommend you pay in advance monthly for your sessions to hold your time slots and keep yourself accountable to continue growing and moving forward.
3. Your time slot is your time slot. Please don't try to reschedule. It is better to have a set structure to our sessions. It is all about commitment to the coaching process. If you miss a call or do not cancel a session within 48 hours, you forfeit the session.
4. In an emergency, however, we can make our time together a priority. If you are going on vacation or can't make a call one week, we will make up the time before you leave or after you return.
5. The monthly fee covers four sessions per month. Every three months, there's an extra week on the calendar. I take that time off to restore, and there is no coaching call.

What do you expect of your clients?

I ask that you grant our relationship enough room so that you can reach your goals quickly. What that means is that you be willing to tell me everything you are thinking and feeling and that you're willing to listen to what I have to say. You should also take the time you want to develop the trust you need between us.

What can I expect from you, as the coach?

You can expect me to be:

- Unconditionally constructive. No matter what happens during our call, you can expect me to say only those things that further your life and your goals. If you are disturbed, I do understand. If you are stuck, I will be patient. If you can't wait to share a victory, I will celebrate with you. I will not put you in the wrong, criticize you, complain to you, or gossip about you.
- Straightforward. Yes, one can be unconditionally constructive and still speak straight. From time to time, I will ask you to begin, end, or modify something. And I will honor your right to refuse.
- Committed. I am completely committed to your success and your goals. I will not ask you to live your life like mine or expect that our lives are the same. This is all about you and I committed only to you achieving your success. You will set the agenda, goals, and move forward at your pace. I am here to support your process.
- Enthusiasm. I am excited about you and what you have to share. I want you to get more out of life and I want you to create success. I will be a positive energy in your life and I will cheer you on, acknowledge your growth and give you positive reinforcement.

About Confidentiality

A coach doesn't gossip. That means that what you are doing, how you are doing, what you have accomplished, and your personal secrets and confidences are not discussed or hinted at by me to anyone else.

From time to time, the person who referred you to me may ask how you are doing. My stock answer: He or she is doing great. Period.

My client list is confidential. People may know you are working with me, but that information won't come from me.

Speaking of Referrals . . .

My practice fills by referrals. If you are benefiting from our relationship, I expect you to suggest that appropriate colleagues and friends of yours speak with me.

I know many full-time coaches. I will be happy to speak with anyone you send me, and I will introduce them to the coach who I think is qualified and right for their needs, whether it is me or another coach.

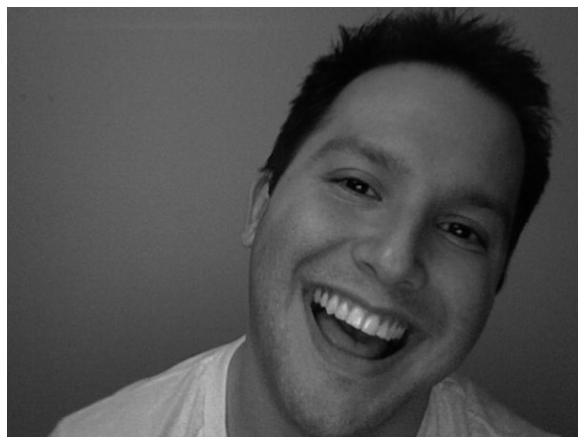
Thanks!

Thank you for taking the time to contact and me I hope this FAQ's was able to answer a lot of your questions. Please do not hesitate to contact me should you have any further questions.

I look forward to working with you and supporting you in achieving your goals. To set up your first session, you can email me at: Michael@michael-moniz.com

Remember:

*Life is not about finding yourself;
Life is about creating yourself*



*I look forward to celebrating your successes,
Michael Moniz*