

Personal Coaching Service

Champions will tell you that their coaches were important factors in their success! A coach can often spot the little things that stand in the way of excellence in performance and provide the instruction that helps you move to that next higher level. Your coach also confirms what you are doing right and helps you gain increased self-confidence with helpful feedback and positive reinforcement.

You deserve a little coaching now and then, don't you? People who report to you look to you for coaching and you may not always have the time or the particular skills needed for their coaching. We can help you with both by being your coach to help you improve your performance and learn new skills and by doing some of the coaching for your people when you don't have the time or the expertise.

How does the service work?

As your coach we work with you in several ways to help you resolve problems and/or improve your performance. Below are some different approaches which can be used but what is important to understand is that individual coaching is very flexible and the type, frequency and amount of coaching needed can be determined for each person.

- ⇒ You tell your coach about a problem, a developmental need or your thoughts about what you want to change and the coach helps you learn what to do and how to do it. This coaching may involve facilitating your own problem-solving, some instruction with practice, or homework assignments using forms provided by your coach.

- ⇒ You talk with your coach by telephone to discuss a particular situation or changes you want to make. The coach asks some clarifying questions, explores how you handled the situation, facilitates your thinking of alternatives for doing it better and possibly suggests other ideas for you to consider.

- ⇒ With a particularly difficult situation your coach may facilitate the process if your skill level is not what you think it needs to be and you learn from the facilitation and the follow-up debriefing session.

- ⇒ The coach videotapes you in action (delegating, problem-solving with someone, leading or participating in a meeting, etc.) and replays the tape with you while pointing out areas for improvement, suggesting changes and teaching you how to do a few things differently.

- ⇒ The coach "shadows" you while you go through your work day - observing and noting opportunities for improvement. A feedback session is scheduled for you to receive feedback and coaching in how to do things differently. This coaching may include some one-on-one training in new skills and role play practice to develop the skills.

What does coaching cost?

The “get acquainted” session is **FREE**. This session is to help you decide if you want to enter into a coaching relationship, to learn about your coach, to let your coach learn about you, and to discuss what you want to achieve and how the coaching process will work.

- When you choose to start your coaching, you have the choice of contracting for 3 sessions of coaching by telephone for \$240.00 or 5 sessions for \$375.00.
- If you decide to continue working with your coach beyond your original commitment, additional telephone sessions may be scheduled at the rate of \$80.00 each.
- Other approaches to coaching such as on-site sessions, shadowing, video-taping, etc. as explained on page 1 have other fee schedules that we will be happy to share upon request. If you are considering contracting with SuccessSystems, Inc. to provide coaching for personnel within your organization, we will submit a proposal after learning more about your organization’s needs, the number of people to receive coaching, etc.

How is it arranged?

You may arrange for individual coaching with a telephone call or in a personal interview. We discuss your situation and your needs to determine which approach is recommended and which you prefer. This discussion allows you to determine if you are comfortable with your potential coach. A 30-minute ‘get acquainted’ telephone discussion is free of charge. We recommend a personal meeting to allow for a better opportunity to develop rapport and determine if you want to proceed with a coaching agreement. When you and your coach agree upon the type of coaching and the timing, an agreement is signed.

Who will be your coach?



SAMR. LLOYD is President and Founder of SuccessSystems, Inc. Before founding this company he had a 10-year academic career during which he taught management and marketing courses. His administrative roles included Assistant Dean for Continuing Education for the School of Business Administration at the University of Missouri-St. Louis and Director of the Management Development Center at Southern Methodist University. He founded SuccessSystems, Inc. in 1977 and has helped thousands of people improve their personal and interpersonal effectiveness.

Sam is the author of a number of articles in business journals and six books — *Developing Positive Assertiveness*, *Self-Empowerment*, *Leading Teams: The Skills for Success*, *Accountability: Managing for Maximum Results*, *Achieving Life Balance* and *Coaching Skills for Leaders*. He is the past president of the Rocky Mountain Chapter of the American Society for Training & Development, serves on the Membership Committee for the Boulder Area Human Resources Association, is a member of the Society for Human Resource Management (SHRM), serves on the SHRM National Membership Recruitment & Retention Task Force, and is the Director of Membership for the SHRM Colorado State Council.

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Who will be your coach?



TINA BERTHELOT is Owner and Vice President of SuccessSystems, Inc. Before joining SuccessSystems in 1983, Tina had worked in Human Resources and as an investment advisor. She has a B.S. degree in Education from Oklahoma State University and a Masters of Theology degree from Southern Methodist University. She also has completed a number of seminars and training programs with renowned psychotherapists and counselors to develop her interpersonal skills and coaching skills.

Tina is the author of three books, *Self-Empowerment*, *Achieving Life Balance*, and *Coaching Skills for Leaders*. She is a member of the Boulder Area Human Resources Association, the Society for Human Resource Management (SHRM), and is the Secretary and member of the Executive Team for the Colorado State Council of SHRM. Tina has a passionate commitment to helping others be the best they can be!

To arrange for personal coaching:

Call or email us to schedule a meeting with your preferred coach to discuss what you want to accomplish and how you would prefer to arrange your coaching. The first meeting will include some forms for you to complete to help your coach determine how to proceed with your coaching and development program.

SuccessSystems, Inc.

"Training & Coaching People To Excel"

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