



# COACHING STARTER

# Coaching 101

Coaching is a conversational process in which resources and capabilities are developed and represents a relationship of cooperation that involves an alliance in the work of empowering a client. Coaching is tailored to the client and their needs, where the coach guides and supports the client in achieving their goals, desires and intentions. Coaching enables the client to overcome personal barriers and boundaries, leading them to the state in which they can use their best abilities in a targeted way, and supports them to fulfil their tasks within the team, family, company in the best possible way.

Coaching is a process focused on the goal and the solution and the goal of the coach is to support the client in developing skills and abilities so that the client finds the best solution, formulates personal and professional goals, remains focused on the necessary actions for their realisation and thus achieves success in personal, family, partner or business plan.



## Coach to Awakener

When working with clients, you have the opportunity to wear many hats, depending on the needs of your client. When we are working with clients (individuals and organisations), rapport is a key factor to success. Not only do you have to believe that you can help a person, they have to believe that you can. The greater your ability to be flexible to the needs of your client, the greater success they can have!

Levels of Change	Types of Issues to be Addressed	Type of Support Needed	Levels of Change
<b>Environment</b>	Where and When	Guide Caretaker	Management by Exception
<b>Behaviour</b>	What	Coach	Contingent Reward
<b>Capabilities</b>	How	Teacher	Intellectual Stimulation
<b>Values and Beliefs</b>	Why	Mentor	Inspirational
<b>Identity</b>	Who	Sponsor	Individualised Consideration
<b>Greater Whole</b>	For Whom For What	Awakener	Charismatic Visionary

# Types of Coaching

The most sought-after Coach or Therapist in today's world is one that is diverse enough to work with a variety of issues. NLP professionals have this ability. The diverse NLP professional is one that can wear a variety of hats to help their clients: Coach, Teacher, Mentor, Therapist, Instructor and Motivator.

Unlike many 'traditional' coaches, NLP coaches have an added benefit of understanding how the unconscious mind works and how to work with the unconscious mind to help a person on a multi-dimension coaching track. This means, as a Coach you are not just helping someone to get from A to B. You are helping them to overcome limits, exceed their expectations and transfer their skills and knowledge to more areas of life.

As an NLP Coach you have the skills of NLP therapeutic techniques. These skills can be transferred across a wide range of issues, problems and desires, and there are a number of ways to structure your client sessions. First, you should understand and then decide what kind of coaching you want to conduct:

## Kinds of NLP Coaching



# Neuro Linguistic Programming

## Introducing Neuro Linguistic Programming

We will be introducing a variety of communication and coaching tools to you that come from the field of Neuro Linguistic Programming (NLP). NLP was developed in the 1970's by modelling some of the exquisite therapists at the time. Specifically, Virginia Satir, a family therapist; Fritz Perls, a Gestalt therapist; and Dr. Milton Erickson, a hypnotherapist and medical doctor.

The tools of NLP are taught around the world and includes many dynamic approaches to interpersonal communication, personal growth, psychological change and systemic growth.

*Ultimately, NLP works with understanding how the language of the mind creates the programs a person runs in life.*

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**Neuro**

**Linguistic**

**Programming**

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From a coaching perspective – NLP is a tool for communication, investigation, enhancement and change. Through the tools of NLP, you can assist a person to identify where they are in life, what they want, what holds them back from having it and what they have and need to achieve their goal or objective. Moreover, you have skills and tools to clear interferences and limitations, build and access resources and help the coachee attain their goal in a time efficient and proactive manner.

In essence, as an NLP Coach – you are working with the conscious and unconscious mind of your coachee to move their dreams into action.

**YOU CAN CHANGE YOUR BRAIN  
JUST BY THINKING DIFFERENTLY!**

Joe Dispenza

## NLP Assumptions about Coaching & Helping Others

NLP contains many assumptions (called presuppositions) about life. Some of the assumptions directly related to coaching:

1. Every behaviour has a positive intention
2. Everyone is doing the best they can with the resources they have available.
3. People are not their behaviours.
4. Everyone has the resources they need to achieve their desired outcomes
5. There is no failure only feedback

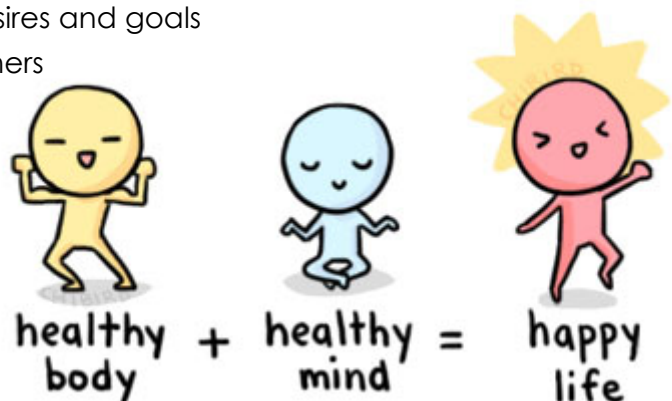
## NLP Tools for Life

There are so many tools that NLP contains that are useful in all aspects of life – parenting, leadership, communication, motivation, personal growth, business and more! In this training, we will be specifically looking at:

- Basic **principles** of professional coaching
- **What coaching is** and what it is not
- How to build **strong rapport** and trust from others
- How to **actively listen** and be present
- How to ask **powerful questions**
- How you can use coaching skills in your **everyday life**
- **If coaching is for you** (because it's not for everyone)

### Additionally, with more NLP skills you will be able to:

- Manage your state (mood and emotions)
- Influence the state of others
- Change and create beliefs
- Understand and motivate using values
- Create anchors for different situations
- Understand and use your learning style
- Set and teach boundaries
- Coach yourself and others to their desires and goals
- Model excellence from your life to others
- Improve your confidence
- Communicate more effectively
- Play more and have more fun!





# Understanding the Mind

Your mind is made up of two main components: the conscious and unconscious mind.

**The Conscious Mind** makes up only 10% of your mind. It is responsible for:

Thinking  
Cognition

Analysing  
Discriminating

Problem Solving  
Judging

**The Unconscious Mind** (subconscious) is responsible for many aspects of who you are and what you do; and makes up 90% of your mind. It is responsible for:

Storing ALL memories  
Emotions & Feelings  
Beliefs about the world  
Managing the body  
Attitudes

Imagination  
Dreams  
Behaviours  
Fight or Flight  
Bodily functions

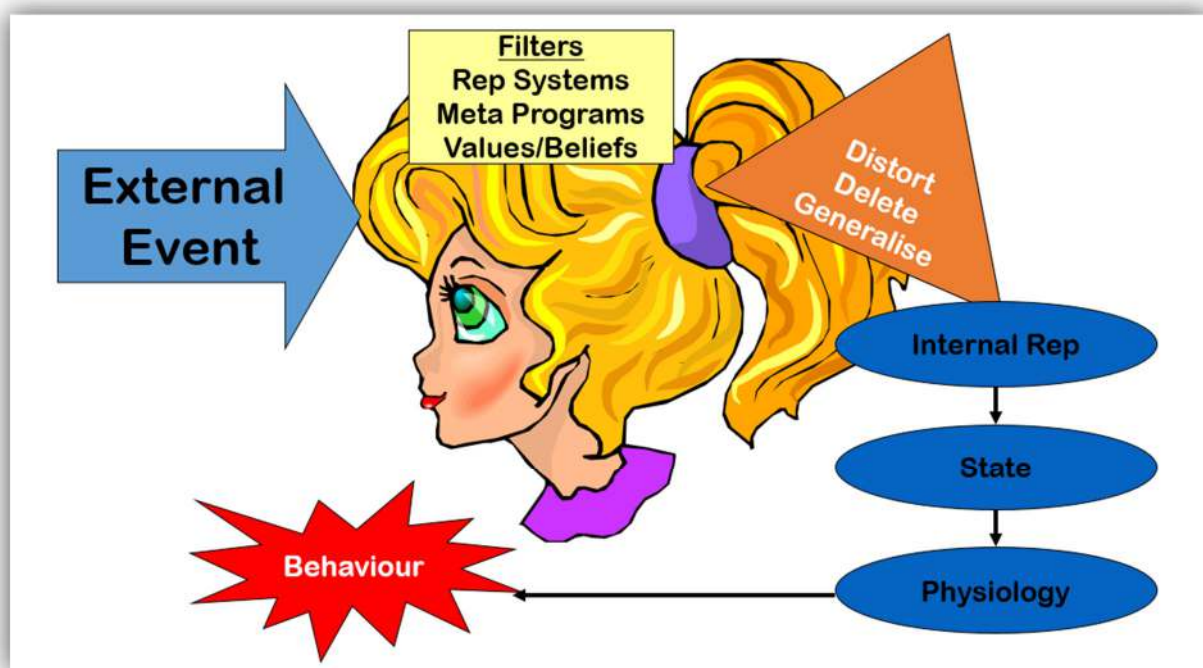
Creativity  
Intuition  
Generating Habits  
Values  
Beliefs about self

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*If your goal is to be influential and communicate as effectively as you can it is your job to identify the **unconscious** patterns of others and to be flexible to use this knowledge to adapt your coaching style to their needs.*

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## The NLP Communication Model



# Coaching Skills

As a Coach, your job is to assist people to gain clarity on what they desire and help them to create a pathway to realising their dreams. Some of the skills you will gain as a coach include:

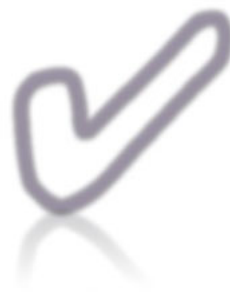
- **Rapport** – Accepting your client's model of the world without falling in. Empathy, not Sympathy. Rapport gives you authentic focus toward your client; Interest, motivation and choice. Give your client your attention, versus what you are about to say. Continue to support and have rapport with your client.
- **Listening** – be an observer, give your attention to your client, do more than listen – hear what they are saying.
- **Questions** - use the Meta Model and Meta Questions to gain more information, help them think for themselves and find their own solutions.
- **NLP Formula** – A successful Desired State comes from 2 Resourceful States:
  - Awareness – knowing the PS with non-judgmental understanding.
  - Choice – movement in the desired direction. It is the power to recognise and understand where we wish to go and taking ownership of the power to take
- **NLP Processes** – As a Practitioner or Master Practitioner of NLP you have a variety of tools which will be able to assist your clients move from their present state to their desired state.



Think



Feel



Choose

# NLP Tools & Techniques

Unlike many other trained coaches and therapists, NLPers have an arsenal of tools and skills that help people to set and achieve goals. Some of the foundational NLP Tools for coaching include:

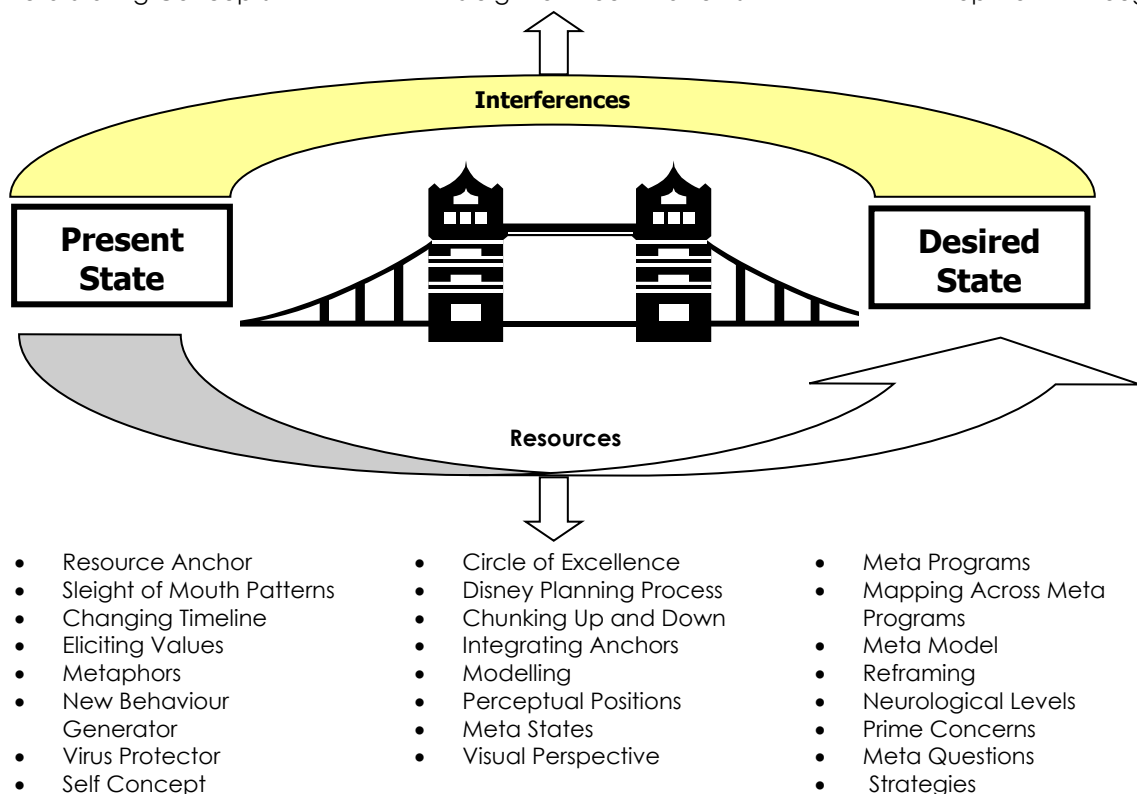
- Rapport
- Representational Systems
- Meta Programs
- Meta Model (questions)
- Eye Accessing Cues
- Respecting the clients' model of the world
- Understanding the unconscious mind
- Influential language patterns
- Second position
- Identification of patterns

An NLP Coach however, is not just a motivator and person to be accountable to. NLP Coaches have an added beneficial quality of being able to identify and overcome a person's blind spots where they have an interference holding them back or need access to more resources.

## NLP Coaching Formula

NLP is noted for its ability to help people quickly. It is often referred to as Outcome Solution Based. The NLP formula is based upon a simple equation:

- |                                 |                                   |                          |
|---------------------------------|-----------------------------------|--------------------------|
| • Auditory Perspective          | • Collapsing Anchors              | • Meta Model             |
| • Submodality Belief Change     | • Communicating with Symptoms     | • Changing Meta Programs |
| • Change Personal History       | • Meta Stating Troubling Emotions | • Reframing              |
| • Changing Values               | • Foreground Background           | • Metaphors              |
| • Neurological Levels Alignment | • Neuro Repair Change             | • Parts Integration      |
| • Sacred Journey                | • State Management                | • Swish Pattern          |
| • Release Anxiety & Worry       | • Unconscious Pattern Change      | • Meta Questions         |
| • Submodality Changes           | • Changing Strategies             | • Tunneling              |
| • Depleasuring Process          | • Visual Kinesthetic Dissociation | • Reimprinting           |
| • * Meta Stating Concepts       | • * Sleight of Mouth Patterns     | • Drop Down Through      |





# Rapport

Rapport is the establishment of trust, harmony, and cooperation in a relationship. It is created unconsciously by the brain's Mirror Neurons that are responsible for creating empathy and connection with others

We gain rapport at the unconscious level by *becoming like the other person* through Matching and Mirroring.

## RAPPORT IS ESTABLISHED BY MATCHING & MIRRORING VERBAL AND NON-VERBAL CUES

### PHYSIOLOGY

Posture  
Gestures  
Facial expressions  
Blinking  
Breathing

### TONALITY

Voice  
Tone – Pitch  
Tempo – Speed  
Timbre – Quality  
Volume - loudness

### WORDS

Predicates  
Key Phrases  
Common experiences  
Detail or Specific



# Meta Model

The Deeper Structure is what we call the internal representation (experience) of what we seek to communicate. Most of this Deep Structure lies in the unconscious mind and neurology – some of it at levels prior to words, some beyond what words can describe. As we **distort, delete and generalise** information the experience moves up to the Surface Structure, which comes out of our conscious minds and mouths.

## Read the following:

*Paris in the  
the spring.*

*A snake in the  
the grass.*

*A kick in the  
the rear.*



- **Distort** information as we simplify our description of an experience
- **Delete** information. Our mind compares old, similar data with the new data
- **Generalise** a lot of information

## We ask questions regarding to:

- What
  - Who
  - How
- } **Specifically?**
- According to whom?
  - What would happen if you did?
  - What would happen if you didn't?
  - For what purpose/intention?
  - Anyone? Always? Everyone? All? Etc.

## Advanced Questions

- What do you believe about \_\_\_\_?
- What does \_\_\_\_ mean?
- How would you define \_\_\_\_?
- What is important to you about \_\_\_\_?

# Well Formed Outcome

NLP is outcome solution based, thus a well-formed outcome enables us to specify in a way that makes it achievable, powerful, verifiable. By following the WFO syntax you engage in a goal focused and solution oriented life.

**1. What specifically do you want?**

- Here, the goal is to be stated in clean and toward language.
- Be as specific as possible – the more details, the better.

**2. For what purpose do you want this?**

- Identifying the purpose and intention behind a goal will help to make the goal stronger.
- This is the NLP question for “why do you want this”.

**3. What is currently within your control that you can do to obtain this?**

- We want to know here that the goal is possible, desirable and maintainable by the person who owns the goal.

**4. Where, when and how specifically will you have this?**

- By conceptualising the goal into a context of when, where and how, the unconscious mind starts to make it more real.

**5. Describe specifically what you will see, hear and how it will feel when you have this.**

- By associating to the goal, the unconscious mind makes this goal more real and starts to connect with it in the body.

**6. What are the steps you will take to obtain this?**

- Chunk the goal down into specific steps that are do-able and realistic.
- Brainstorm possible steps and align them with a timeline.

**7. What resources do you need and have to obtain this?**

- Discover and identify resources to build and access.

**8. How will you know when you have this? What is your evidence?**

- Specify the evidence of how you know you have achieved this outcome.

**9. Is this outcome/goal ecological for you and those around you?**

- Ensure this outcome and the steps fit into life and have no ecological consequences for the goal owner or others.

# Well Formed Outcome Worksheet

1. **What specifically do you want?**
2. **For what purpose do you want \_\_\_\_?**
3. **What is currently within your control that you can do to obtain \_\_\_\_?**
4. **Where, when and how specifically will you have \_\_\_\_?**
5. **Describe specifically what you will see, hear and how it will feel when you have \_\_\_\_.**
6. **What are the steps you will take to obtain \_\_\_\_?**
7. **What resources do you require to obtain \_\_\_\_?**

**What resources do you already have to obtain \_\_\_\_?**

8. **How will you know when you have \_\_\_\_? What is your evidence?**
9. **Does \_\_\_\_ outcome fit in your life and have no consequences to yourself or others that would be harmful or painful?**

# Becoming a Coach

If you have a desire to become a professional coach, learn the most up-to-date methods with practical hands-on training from the best trainers, this program might be for you.

This training is an ACTP course with the International Coach Federation which sets quality standards, core competencies and ethical principles in professional coaching in all areas - business, life, management, sports, career, health, executive. This uniquely designed program is intended for all who want to improve their work, discover and exploit their potentials, improve relationships with their partner and family, direct their careers, improve the skills of parenting or are committed to increasing the quality of their lives and the lives of others.

Whether you are a leader, manager, parent, athlete, professional in any area, parent, friend or associate or you want to be professionally involved in coaching, this training allows you through a clear and structured approach to coaching to master coaching techniques that can be useful to you as a professional coach.

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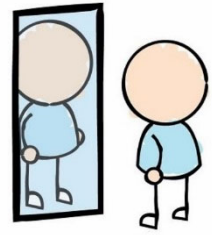
## NLP Coach Certification Program

1. NLP Practitioner Certification (7 days in person)
  2. NLP Master Practitioner Certification (9 days in person)
  3. NLP Coaching Foundations (3 days in person or 6 weeks online)
  4. NLP Coach Building Blocks (online tasks and assessments)
  5. 10 hours of Supervision/Mentoring
- 



# You as a Coach

What interests you to become a Coach?



Who do you want to coach?

What types of people/topics do you want to work with?

How do you want to be a coach? (fulltime, part-time, in my job, as a hobby)

## Characteristics of an exceptional Coach/Therapist:

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Active Listening            | <input type="checkbox"/> Non-Judgemental        | <input type="checkbox"/> Empathetic            |
| <input type="checkbox"/> Problem Solving             | <input type="checkbox"/> Respectful             | <input type="checkbox"/> Rapport Skills        |
| <input type="checkbox"/> Perceptive                  | <input type="checkbox"/> Self-Aware             | <input type="checkbox"/> Pattern Detection     |
| <input type="checkbox"/> Curious                     | <input type="checkbox"/> Patient                | <input type="checkbox"/> Able to Give Feedback |
| <input type="checkbox"/> Belief in others' potential | <input type="checkbox"/> Non-Verbal Observation | <input type="checkbox"/> Observation           |
| <input type="checkbox"/> Motivational                | <input type="checkbox"/> Objective              | <input type="checkbox"/> Attentive             |
| <input type="checkbox"/> Compassionate               | <input type="checkbox"/> Challenging            | <input type="checkbox"/> Supportive            |
| <input type="checkbox"/> Open Minded                 | <input type="checkbox"/> Time Efficient         | <input type="checkbox"/> Autonomous            |
| <input type="checkbox"/> Persistent                  | <input type="checkbox"/> Punctual               | <input type="checkbox"/> Sincere               |
| <input type="checkbox"/> Inspirational               | <input type="checkbox"/> Role Model             | <input type="checkbox"/> Direct                |



# Structure of Coaching

There are many different formats and structures of coaching, let's take a look at a few:

## Methods & Mediums for Coaching

- Face to Face in person
- Face to Face online (Zoom/Skype)
- Telephone
- Internet/Chat based
- Group – in person or online

## Coaching Programs

- Ad-hoc coaching – no set number of sessions
- Structured Packages – set number of sessions with specific outcome/targets
  - Client driven outcome
  - Confidence Coaching
  - Values Alignment Coaching
  - Accomplish a Task (write a book, start a business, lose weight, etc.)
- Unstructured Packages – set number of sessions
  - Each session is based on the initial client intake session
- Online Training + Individual Coaching – set number of sessions with specific outcomes
- Online Training + Group Coaching – set number of sessions with specific outcomes

## Earnings as a Coach

- NLP Practitioner - \$50-80/hour
- Certified NLP Coach (ICF) – general coaching: \$100-250/hour
- Certified NLP Coach (ICF) – life coaching: \$100-300/hour
- Certified NLP Coach (ICF) – executive/business coaching: \$150-600/hour

## How will you benefit from NLP?

NLP is a tool that is used greatly with other people – in business, as a coach, as a therapist, as a consultant, and to communicate better with people. But – the best way to learn NLP is to embody it for yourself – that is, apply to self first and then others. Let's take a look to see if you would benefit personally from NLP.

**Tick all that apply to you now:**

- ☐ I am clear on my purpose and I am living it
- ☐ My pace of life is controlled and sustainable
- ☐ My life is balanced
- ☐ I enjoy my job and feel challenged by it
- ☐ I have more want-to's than have-to's
- ☐ I have healthy relationships
- ☐ I am generally happy with my life
- ☐ I understand how I'm wired and work from that place
- ☐ I understand that there is far more to life than work
- ☐ When I think about the future I feel hopeful
- ☐ I enjoy the spontaneity of life
- ☐ I am open to growth and change
- ☐ I have a clear vision for my future
- ☐ I have a lot to look forward to
- ☐ I am a good communicator
- ☐ I can easily motivate myself
- ☐ I generally get along with others
- ☐ I can easily manage my emotions
- ☐ I feel I am well understood by others
- ☐ I am in control of my life



# ICF Requirements & Core Competencies

The Worldwide Institutes of NLP have been training coaches since 1994 and we provide full training to skill you as a Coach or Therapist. Our Coach Certification training is accredited with the **International Coach Federation (ICF)** as an **Accredited Coach Training Program (ACTP)**. Upon successful completion of the program, you can apply to the ICF for Associate Certified Coach (ACC) or Professional Certified Coach (PCC) credentialing.

## ICF Requirements

In order to apply for **Associate Certified Coach (ACC)** credentials with the International Coach Federation the following criteria must be completed:

1. Completion of an ACTP course
2. A Minimum of 100 coaching hours with at least 8 different clients
3. Completion of the ICF Coach Knowledge Assessment



## ICF Core Competencies

The following eleven core coaching competencies were developed to support greater understanding about the skills and approaches used within today's coaching profession as defined by the ICF. They will also support you in calibrating the level of alignment between the coach-specific training expected and the training you have experienced.

Finally, these competencies were used as the foundation for the ICF Credentialing process examination. The core competencies are grouped into four clusters according to those that fit together logically based on common ways of looking at the competencies in each group. The groupings and individual competencies are not weighted - they do not represent any kind of priority in that they are all core or critical for any competent coach to demonstrate.

<b>A. SETTING THE FOUNDATION</b> <ol style="list-style-type: none"> <li>1. Meeting ethical and professional guidelines</li> <li>2. Establishing the coaching agreement</li> </ol>	<b>B. CO-CREATING THE RELATIONSHIP</b> <ol style="list-style-type: none"> <li>3. Establishing trust and intimacy with the client</li> <li>4. Coaching presence</li> </ol>
<b>C. COMMUNICATING EFFECTIVELY</b> <ol style="list-style-type: none"> <li>5. Active listening</li> <li>6. Powerful questioning</li> <li>7. Direct communication</li> </ol>	<b>D. FACILITATING LEARNING AND RESULTS</b> <ol style="list-style-type: none"> <li>1. Creating awareness</li> <li>2. Designing actions</li> <li>3. Planning and goal setting</li> <li>4. Managing progress and accountability</li> </ol>

# NLP Coach Certification Training

*The Coach Certification Training with the Worldwide Institutes of NLP is a blended learning program comprising of 19 in-person day of group training, online self-paced modules, coaching practice (either online or in person) and online group supervision.*

1

## **NLP – LEVEL 1, PRACTITIONER CERTIFICATION 7 days + pre-course**

Your journey to become an NLP Coach begins here. This first level of NLP training will offer you an introduction to the NLP tools, Coaching Core Competencies and self-coaching themes. While it has a focus on YOU and your personal development, this inevitably leads you to a better understanding of others.

2

## **NLP – LEVEL 2, MASTER PRACTITIONER CERTIFICATION 9 days**

In this program, you will learn to detect patterns, secondary gains and add numerous tools to your toolbox including conversational change, quantum linguistics and advanced techniques to help facilitate growth and change. This is where the artistry of Coaching really begins.

3

## **NLP COACHING FOUNDATIONS 3 days + pre-course or 6 weeks online**

The focus of this training is to provide you with a structure, so you know what to do with your clients, when to do it and why you are doing it. The emphasis is on 4 major core competencies and skill development to ensure you can help lead your client to their successful outcomes.

4

## **NLP COACH BUILDING BLOCKS online tasks and assessments**

Coach Building Blocks is designed to take your Coaching Skills from competent to excellence. The aim of the program is to help you incorporate and improve your NLP skills into a dynamic NLP Coaching practice through 7 robust online training modules.

5

## **GROUP SUPERVISION/MENTORING online**

Supervision (or Mentoring) is an invaluable resource to learn best-practice of working with clients. Run monthly online, you will confidentially discuss your clients, what NLP tools you are using and identify the various patterns that your client is presenting. The requirement for completion of the course is 10 hours.

6

## **COACHING PRACTICE online and in person**

Continue to gain skills by being involved with our Coaching Graduates to refine, practice and further develop your coaching skills. We provide ample opportunity for you to coach (and be coached) in order to attain the ICF requirement of 100 coaching hours for Associate Certified Coach credentials.



# Coach, Trainer & Consultant Certification

The Coach, Consultant Trainer Certification adds one more training into the mix – NLP Trainer & Consultant Certification. We recognise that many coaches want to expand their skillset and business to include training – and We know that a trainer in any field is also an exceptional consultant, and a consultant is also a great trainer. Additionally, you will gain International Certification as an NLP Trainer.

1

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7

## **NLP – Level 3, NLP Trainer & Consultant Certification 14 days + pre-course**

Continue to gain skills by being involved with our Coaching Graduates to refine, practice and further develop your coaching skills. We provide ample opportunity for you to coach (and be coached) in order to attain the ICF requirement of 100 coaching hours for Associate Certified Coach credentials.

## Tuition & Inclusions

You can choose to attend any of the training in an a la carte manner, or you may choose the package tuition option which includes a variety of extras as follows:

Training Program/Service	Tuition	Included in Coach Certification	Included in Coach, Trainer & Consultant
<b>Level 1 – NLP Practitioner Certification</b> 7 days in person + online pre-course learning	\$3,900.00	✓	✓
<b>Level 2 – NLP Master Practitioner Certification</b> 9 days in person	\$5,200.00	✓	✓
<b>Level 3 – NLP Trainer &amp; Consultant Certification</b> 14 days in person – includes 14 nights' accommodation at the Aanuka Beach Resort, Coffs Harbour, NSW	\$9,950.00		✓
<b>Coaching Foundations</b> 3 days in person + online pre-course or 6 weeks online	\$1,500.00	✓	✓
<b>NLP Coach Building Blocks</b> Online based tasks and assessments	\$2,200.00	✓	✓
<b>10 hours of Supervision/Mentoring</b> online – 1 hour per month	\$ 790.00	✓	✓
Coach Certification Extras including: 30 Days to NLP paperback book, NLP Cue Cards, Using NLP Video Series, Business Planning Guide, Build Your Business Online Workshop, 12 months with the Mental Health Academy, 6 personal one-on-one Coaching Sessions, Coach Mentoring Program and individual support.	\$8,210.00	✓	✓
	<b>Individual Tuition:</b>	\$21,500.00	\$31,450.00
	<b>Package Discount:</b>	55%	44%
	<b>Package Tuition:</b>	\$9650.00	\$17,650.00

Payment Options	NLP Level 1 – Practitioner Certification	Included in Coach Certification	Included in Coach, Trainer & Consultant
<b>Pay in Full</b>	\$3,400.00 by 21 June	\$9,650.00 less ticket price	\$17,650.00 less ticket price
<b>6-month payment plan</b>	\$600.00/mo	\$1,675.00/mo	\$2975.00/mo
<b>12-month payment plan</b>	\$320.00/mo	\$865.00/mo	\$1500.00/mo
<b>18-month payment plan</b>		\$590.00/mo	\$1000.00/mo
<b>24-month payment plan</b>			\$770.00/mo



# Coach Benchmarking

The following is the Benchmarking Form used during the Coach Certification training to ensure best-practice of skills is being delivered to the client. We work with our coaches to identify what they are doing well and what they can improve to be of the best possible service to their clients.

**Coach:** \_\_\_\_\_

**Assessment Date:** \_\_\_\_\_

Set Foundation			
	2	Discusses guidelines of coaching relationship, coach and client responsibilities	
	1	Coaches without an effective match between coach/client	
	0	Unprofessional, no agreement	

Rapport			
	4	Confront, provoke, celebrate and challenge	
	3	Conversational flow, client supported and acknowledged	
	2	Matching & Mirroring - words, physiology, tempo, tonality, etc.	
	1	Fidgeting, mismatching, lack of conscious rapport	
	0	no rapport, interrupting, judging, telling	

Listening			
	3	Tracks and uses clients words, allows for silence, invites self-listening, asks about the unsaid	
	2	Uses nonverbal and minimal encouragers, repeats specific words/phrases, uses appropriate eye contact, checks for clarity when needed	
	1	Paraphrasing, not hearing, distracts, mind reads	
	0	Tells, interrupts, talks over	

Co-Planning the Session			
	2	Relevant session KPI	
	1	Attempted but incomplete KPI	
	0	No KPI and no attempt	

Questioning			
	4	Layering complex Meta Questions, in-depth probing	
	3	Fluent use of Meta Questions, detects patterns & programs	
	2	Uses Meta Model appropriately, relevantly and timely; uses client's words to investigate further	
	1	Leading, rhetorical, irrelevant, closed	
	0	Tells, judges, interrogates	
Framing			
	3	Frames using clients Meta Programs, Representational Systems and Patterns	
	2	Frame session to lead to KPI, Pre-frame NLP tools/applications and generalisations	
	1	Presupposes frames, inadequate and irrelevant frames	
	0	No frames set, mismatch clients frames	

Facilitate NLP Processes			
	4	Unconsciously skilled, able to interweave processes	
	3	Able to tailor process to client, appropriate use of metaphors, examples, etc.	
	2	Appropriate pre-frame, confident application, steps detected, test and future pace completed, paced client, demonstrated flexibility of skill	
	1	No steps detected, disjointed, confusing, no rapport	
	0	No NLP process detected	

Manage Progress & Accountability			
	3	Confronts non-performance, tracking client on PS/DS, holding client accountable	
	2	Session stays relevant to KPI, elicit prior session feedback, setting tasks/homework and follow-up	
	1	Little/no session structure, gets lost in content, no or irrelevant homework, no follow-up of homework	
	0	Uses sympathy vs empathy, associated, coach responsible	

What did the coach do well?	What can the coach improve upon?

# Notes

# Notes