

FREQUENTLY ASKED QUESTIONS

As you begin the process of becoming a Certified Professional Co-Active® Coach, we know that you might be both excited and anxious. We also know that you probably have several questions as you contemplate the information in front of you now. This section answers some of the most commonly asked questions.

This Manual looks huge; do I have to read it all?

Yes. But not right now! In order to prepare for your Orientation Call and your first Pod Call, please review the Manual (especially Chapters 1 and 2) and list any questions you may have about the structure of the Pod Call. Allow one hour for this task. This material is the content for your Orientation Call and will prepare you for your first Pod Call.

What number do I call for the weekly Pod Call?

Please refer to the Welcome Packet on MY CO-ACTIVE.COM. You will find the telephone number to access your Pod Call and the contact information for your CPL and all of your Podmates.

What if I can't make all the scheduled calls that make up the Program?

You can miss up to two Pod Calls, one Group Supervision Call and one Triad Call. If you miss more than this please contact CTI Customer Service. Please note that if you miss more than 20 minutes of any of these calls, it will be considered as an absence.

What is a paying client?

By “paying client” we mean having an exchange of money for your coaching. We define barter as an exchange of services, not including coaching, of equal value to the coaching services provided. Pro-Bono is defined as providing coaching services at no charge or for an exchange of services. Typically, coaches in training ask for \$50 to \$150 per month. We have had several participants work with clients for less. This requirement is more about having your clients take responsibility for the relationship and less about the dollar amount. You know the adage... people value what they pay for.

How can I complete as rapidly as possible?

The shortest time in which you can complete the Program is seven months. You will also need to maintain an average of seven to eight paying clients (at two hours per month per client) to accumulate 100 hours of coaching within six months and be eligible to take your Oral Exam at the seven month mark. Remember, up to 12 hours of your coaching time with your coach counts toward the 100 hours, and you may count your eligible group coaching and relationship coaching hours as well. You will need to schedule your Oral Exam as soon as you are eligible in order to get an exam date in the this time frame.

When can I start counting my coaching hours for the 100 hour requirement?

You can begin tracking your coaching hours for this requirement once your Certification Program begins. Your Program begins on the date of your first Pod Call.

What if I miss an Individual Supervision Call?

If you miss a scheduled Supervision appointment with less than 24-hours advance notice, you will be billed \$140 for the missed hour of Supervision. See *Chapter 4: Supervision*, for more information about missed Supervision appointments.

What if I miss a Group Supervision Call?

You may miss one of the three Group Supervision Calls and still complete the Program. If you miss the call where you were to be the coach, you will need to pay for an additional Individual Supervision as a replacement for the missed Group Supervision. There will be a charge of \$140 for the replacement Supervision.

How do I sign up to take the Oral Exam?

You register for the Oral Exam by telephoning CTI Customer Service. You can register for your Oral Exam once you have completed your Mid-Program Review and have at least 70 of your coaching hours completed. You will also need to be able to determine when your 100 hours will be complete. Please sign up for an exam date that is at least one month after your last scheduled Pod Call. One month before taking your Oral Exam, you must have completed and/or submitted all of your Program requirements to CTI, including homework and coaching hours. If we have not received all of your Program requirements at least one month before the exam, you will need to reschedule your exam.

How long can I take to finish the Certification Program?

Your Certification Written Exam will be completed at the end of your Program. You have one year from the date of your first Pod Call to take the Certification Oral Exam. All other Program requirements must be met before you take the Oral Exam. If you do not complete all requirements within a year and still wish to earn your CPCC designation, a request for extension must be submitted and approved by CTI and additional fees and requirements may apply.

When am I done?

You are done with the Certification Program when you complete all the requirements and pass both the oral and the written portion of the Certification exam.

Does this Program qualify me to apply for the ICF Associate Certified Coach credential?

Yes. CTI's Certification Program meets or exceeds the eligibility requirements to apply for the ICF Associate Certified Coach (ACC) credential. Students who successfully complete Certification are immediately eligible to apply to the ICF for the ACC. Remember to save copies of your Certification Program Tracking Sheets to use with your ACC application. Note that while CTI requires that you maintain five paying clients to complete the Certification Program, the ICF requires that you submit a roster of eight clients to apply for the ACC. Please refer to the ICF website at www.coachfederation.org for the ACC requirements and application.

What about assisting?

While assisting is not a requirement of Certification, it is highly recommended. It is a wonderful way to revisit coaching concepts, and increase your learning. It is a great thing to do at any point in your Program. If you would like to assist, please keep in mind that assistant slots often fill three or four months in advance.

How do I sign up to assist?

See "Optional Activities" in this section for more information about assisting. To submit a request to assist, go to the CTI website www.coactive.com/coach-training/assisting.

What if a challenging problem or issue comes up during the Program either within my Pod or with one of my Supervisors or my CPL?

If an issue does come up, bring it up either in your Pod or directly with the Supervisor or your CPL. If that doesn't resolve the issue, bring it up with your CPL if you haven't already. After that, if you need further assistance, call the CTI office. You are encouraged to look to the Co-Active® Model for guidance. How can you remain curious as you point out what's not working for you and stay in Levels 2 and 3 while you report about your Level 1 experience? How can you tell the truth for yourself and not make someone wrong? Please refer to your Pod Call Agreements to remind yourself what you and your Podmates agreed to about handling problems or difficulties.

What if I have more questions?

You will. The great majority of your remaining questions will be answered on the Orientation Call or by your CPL on your first Pod Call. Over the course of your Program, other questions may arise. First, check your Manual. If you cannot find the answer there, ask your Podmates. If you still don't get an answer, then contact your CPL. She or he will assist you in finding the answer you need.