

Week 0: Orientation for Certification Call

CALL PREP

CPLs Note: You do not lead this call. The students come to this call BEFORE the first Pod Call. We are including the Timeline so you know what has been covered on the Orientation Call.

Before the Call:

- Read the FAQs in front of the CPCC Manual.
- Listen to the “Welcome and Empowered Relationships” Module Audio so you can dance with it. Review the Timeline.
- Recheck all CPCC Manual references in the Timeline and make sure the pages have not changed.
- This call begins the thread of Evoking Transformation that runs through the Certification Program. Hold the students as NCRW and ready to learn. We expect the students will have read the Manual before coming to this call.

TIMELINE

90-minute call

Time	Activity	Notes
0:00-0:03 3 min.	Welcome and Celebration Enthusiastic welcome! Note that there are lots of people on this call, many more than on a Pod Call. You won't be introducing yourselves — will get to know Podmates during Pod Calls and others on the CPCC website which is housed on the MyCoactive learning platform. More on that later! Leader of Call: Briefly say who you are and a few words about your role in the Certification Program.	

Time	Activity	Notes
0:03-0:12 9 min.	Ask them what questions they bring to this call. You won't answer now; you'll be folding them in over the course of the call. Get names as they ask questions so you can refer to them later.	<ul style="list-style-type: none"> Write down their questions and who asked them.
0:12-0:15 3 min	Pod Call Etiquette Tell them for this call and all your Certification Calls: <ul style="list-style-type: none"> Be sure to say your first name before you speak. Jump in and participate — don't wait to be called on. Call from a quiet place and use your mute button to screen out background noise. We don't have a mute on these lines. Do not call in from a cellular phone or an internet-based phone line if you have another option, as the noise can have a negative impact on the call. If have no other way to call in, go ahead and do it, knowing that if there's too much interference, you may need to hang up. *70 disables call waiting (perhaps not in Europe) No multi-tasking — we are training you on being present. Stretch that muscle starting now! 	<ul style="list-style-type: none"> Pod Call Etiquette listed in <i>Chapter 1: Introduction</i> in the CPCC Manual. Invite their voices into the space. Request some Hmmms and Ahhhs for feedback.
0:15-0:17 2 min.	What to expect on this call: <ul style="list-style-type: none"> Program information — everything you need to know to step into your first Pod Call ready to learn. Q & A. This will be a BIG information dump — very different than the rest of the calls. Some will love this; others will find it a lot of detail. Take care of yourself and stay present so you can hear what matters. 	

Time	Activity	Notes
	<p>What to expect in the Certification Program:</p> <ul style="list-style-type: none"> You are in Certification to deepen your Co-Active® Coaching skills. Don't be surprised to be a bit confused in the first month as you step into the details of the Program. We will point you to the Co-Active® Model in this Program. Many of you have taken other courses CTI offers. These will not be part of the curriculum of Certification. We will not be addressing the skills from these courses in the calls or in Supervision. Feel free to use everything you know about working with people — this is an advanced training after all. You may use only individual clients with your supervisors. Please note that your supervisors, examiners and CPLs may not have taken the courses you have and their job with you is to focus on the Co-Active® Model, not enhance it with new material. <p>What to expect on your first Pod Call:</p> <ul style="list-style-type: none"> Beginning to Design Alliance for Empowered Relationships throughout the Certification Program. Just like with clients, Designed Alliance and Empowered Relationship start up front then continue throughout the Program. Sharing Assumptions and Promises (you can point these out — they will be creating their own and being ready to share one on the first call with their Pod). 	<ul style="list-style-type: none"> Assumptions and Promises are in <i>Chapter 1: Introduction</i> in the CPCC Manual.
0:17–0:19 2 min.	<p>Weeks 1 through 25</p> <p>The format of this call follows their Manual introductory pages. They can follow along with you.</p> <p>Topic Modules</p> <ul style="list-style-type: none"> 12 Modules each cover a topic for two weeks centered around practices that build competency in the topic. Each Module has suggested activities, preparation, Pod Call, Group Supervision OR Triad Calls and Homework questions. 	<ul style="list-style-type: none"> Just to give them a sense of what is there and how it is organized. (All page references are to the CPCC Manual, except where noted).

Time	Activity	Notes
0:19–0:21 2 min.	Suggested Activities <ul style="list-style-type: none"> The suggested activities should be done over time spanning the entire two calendar weeks of the topic. 	
0:21–0:26 5 min.	Preparation The preparation work includes Module Audios, Reading Modules and reading in the <i>Co-Active® Coaching</i> book. Module Audios <ul style="list-style-type: none"> These are posted in the Audios tab on the CPCC website. Please listen to the Module Audios as assigned so that you are prepared for each of your Pod Calls. The Module Audio before the Pod Call is learning about the topic and the one before the Group Supervision or Triad Call is a coaching demo... the demos are meant to give you an example of what you will be learning and practicing in your Group Supervisions and on your Triad Call. Reading Modules <ul style="list-style-type: none"> Part of your preparation is reading in your CPCC Manual and the book, <i>Co-Active® Coaching</i>. Your assignments reference page numbers from the 3rd edition. 	

Time	Activity	Notes
0:26–0:31 5 min.	Pod Calls <ul style="list-style-type: none"> Define the word “Pod.” What is the role of CPL? Including the CPL relationship with supervisors, with CTI, FORLs, examiners. There is a myth out there that we talk about you. The whole group + CPL will be on each of the 13 Pod Calls — you must attend 11 out of 13 of these calls to sit for the exam. (i.e. you can miss two). These calls are held during the odd numbered weeks (#01, #03) of your Program. 	
0:36–0:41 5 min.	Group Supervisions (the first three Triad Calls are Group Supervisions) <ul style="list-style-type: none"> Group Supervision is designed to provide a laboratory experience of Supervision to you. It is an opportunity to have your coaching observed by a CTI supervisor who will offer you feedback immediately following your coaching. Working in triads you will have the opportunity to coach, be the client, and observe both coach and client with the guidance of your supervisor. These roles will rotate so that each one of you will have experienced each of the three roles over the course of your three Group Supervisions. The Group Supervision experience will increase your awareness of how your coaching affects your clients and how you are implementing the coaching skills and Model you are learning. You are required to attend at least two of the three scheduled Group Supervision Calls (Weeks 2, 4, and 6). You have been assigned a Group Supervisor and a special phone number to call in for these three calls; that detail is in your Information Packet. (Participants are strongly advised not to miss any of these calls although they may miss one. If they miss the call where they are scheduled to coach, they will need to pay for an additional individual Supervision. See the CPCC Manual 	Group Supervision Calls Set Up: <ul style="list-style-type: none"> (5 min.) Design alliance, get present, decide who is coach, client, observer. (5 min.) Review learning points for today’s call. (15 min.) Coaching. (30 min.) Supervisor debrief with coach. (25 min.) Group discussion. (10 min.) Summarize learning points for group, choose homework/practice that will serve the coach’s learning and also serve the other Triad members. For each student: What will you bring to your own coaching from this experience?

Time	Activity	Notes
	<p>Chapter 4 for more details.)</p> <ul style="list-style-type: none"> • Be prepared to dance in the moment on each Group Supervision Call by your readiness to be the client (with an issue you're willing to be coached on), the coach, and the observer. 	
0:31–0:36 5 min.	<p>Triad Calls</p> <ul style="list-style-type: none"> • These three-way calls occur on the weeks between the CPL-led calls, even numbered weeks, beginning with Week 8. There are 9 Triad Calls and 3 Group Supervision Calls. • Triad Calls happen in the same time slot as the Pod Calls. The make-up of your triads will change from time to time so that you will work with a variety of your Podmates through the course of your Program. Your CPL will give you the schedule. • There is information on three-way calling, etc. in the Manual and their CPL will be giving them information about this. • Triad Calls are about practicing coaching. Steer clear of simply having nice conversation, chatting, having long discussions, or colluding about something you don't like. • Triad Call format: Read in <i>Chapter 1: Introduction</i> in the CPCC Manual about how to use your triad time during the Triad Calls. • You must attend 8 out of 9 of the Triad Calls to sit for the exam (i.e. you can miss one). We encourage you to reschedule the Triad Call if you have to miss it. 	<p>Information on Triad Calls in <i>Chapter 1: Introduction</i> in the CPCC Manual.</p> <p>Triad Calls Set Up:</p> <ul style="list-style-type: none"> • (10 min.) Get connection/learning objectives. • (60 min.) Coaching (15 min. coaching, 5 min. feedback). • (15 min.) Land learning. This is about your learning as coaches and how you will use your learning from this topic. • (5 min.) What will each Triad member do this week in their coaching?

Time	Activity	Notes
0:41–0:48 7 min.	<p>Individual Supervision Calls</p> <ul style="list-style-type: none"> • There are six of these calls. They are for your learning and development as a Co-Active® Coach — simply remind them how much the supervisor is on their side! • Have the students look at their Supervision grid and give an example of how to read the grid. • Explain that they will be scheduling these calls directly with each supervisor, separately from their weekly Pod Calls, Triad Calls. • Test recorded calls for sound quality and equipment use — if your supervisor can't hear you or your client, you will need to reschedule and pay for it as a missed Supervision — you don't want that! May want to use physical cassette or create digital file. More info in the CPCC Manual and on Co-Active® Network Certification site about your options. • Your supervisor will listen to up to 25 minutes of a coaching session on each Supervision Call. • If sending digital files over the internet, send your emailed file at least 48 hours ahead of Supervision to leave time to work out technical glitches. • We recommend that you record ALL calls to get used to technology to get out of being self-conscious, and to enhance your own learning. • Contact your first supervisor to schedule all three of your Individual Supervision appointments with them. Do this as soon as you have read through all of <i>Chapter 4: Supervision</i> in the Manual — it provides important guidelines for how to schedule your Supervisions. Fine if your supervisor may not be able to schedule all the calls right away — find out what works for them. Main thing is to make contact and get the scheduling process underway. • Keep sessions with any one supervisor at least three weeks apart so you have time to apply and integrate learning. Avoid having two supervisions in any given week. • Design your alliance with each of your supervisors when you begin 	<ul style="list-style-type: none"> • Information on Supervisions found in <i>Chapter 4: Supervision</i> in the CPCC Manual. • There's also lots of discussion about recording coaching sessions on the CPCC website.

Time	Activity	Notes
	<p>working together. Ask for what you want and need to create a powerful learning experience for yourself.</p> <ul style="list-style-type: none"> You will receive an overall bottom line review or summary for each Supervision. This is NOT a test score! The numbers do not count toward anything except your own learning. The numbers correspond to specific definitions in the Manual — it is NOT a linear 1–10 scale. 	
0:48–0:53 5 min.	<p>Posting Homework Responses</p> <p>Context:</p> <p>We know you all have experience with homework in school. This is really different! There are two types of homework in this program, your Homework Journal and the Homework Discussions:</p> <p><u>Homework Journal:</u></p> <p>You will see Homework Journal toward the end of the Program Guide on the CPCC website. The Homework Journal is where you will respond to the homework questions at the end of each Topic Module that are based on what you personally are learning about yourself. This is your personal learning and no one else will have access to what you write along the way; however, it is required for completion of the program.</p> <p><u>Homework Discussions:</u></p> <p>In this Program we also want you to share and learn from each other so we also have Homework Discussion questions at the end of each module that you and others in your pod will respond to. In many school programs, discussing or reading each other's homework is cheating. In our Program we expect you to read each other's homework — you are resources for each other in this learning process. There are four types of homework discussion questions:</p> <p>Application: how to apply what you are learning to your coaching</p> <p>Case Study Application: how to apply what you are learning to a case study</p>	<ul style="list-style-type: none"> Homework information is in <i>Chapter 1: Introduction</i> in the CPCC Manual.

Time	Activity	Notes
	<p>Supervision Learning: what you are learning from Supervision calls</p> <p>Coaching Hours: how many hours you currently have completed</p> <p>You will NOT have all four types each module. It will vary over time.</p> <ul style="list-style-type: none"> • Homework questions for each Topic Module are in your Manual and on the CPCC website. • You will not be graded, and we don't care about spelling or grammar. • This is an experiential Program. That means for the learning to be deep, you have to have had the experience. Keep up with the homework. You can always revise your answers at a later date if you wish. 	
0:53–0:58 5 min.	<p>Tracking Progress and Requirements</p> <p>Context:</p> <p>There are several requirements in the program, and we have a few structures built into the program to track your progress. Along the way, the Homework Discussion will prompt you to report on your progress on these requirements (like client hours, supervision learning, etc) and you will also do a Progress Check-In at mid-program. Finally, there is a Completion Tracker to complete by the end of the program to document your completion of all requirements.</p> <p>There are also goals/intentions you set for yourself in Certification in your Homework Journal. At mid-program, you will have a chance to revisit your goals/intentions and check your progress, as well as any time you choose.</p>	<ul style="list-style-type: none"> • Tracking Your Requirements information is in <i>Chapter 1: Introduction</i> in the CPCC Manual.

Time	Activity	Notes
0:58–1:01 3 min.	Mid-Program Review Call <ul style="list-style-type: none"> • (CPL: as an option, you can just mention these calls and say that they will hear more about them later.) • You will have a half-hour long 1:1 call with your CPL between the 13th–17th weeks of your Program. • Purpose of the call is to see how you are doing and call you powerfully into the second half of the Program. <p>This call is in addition to all other calls.</p>	<ul style="list-style-type: none"> • Information on Mid-Program Review is in <i>Chapter 1: Introduction</i> in the CPCC Manual.
1:01–1:07 6 min.	Tracking Your Coaching Hours <ul style="list-style-type: none"> • You may want to make some extra copies of the tracking sheets for individual months at the end of <i>Chapter 5: Forms</i> if you will be taking longer than six months to get your 100 hours. • Requirement is to have five clients by your second Pod Call, week three of the Program. Right now, you have the Client Game to support you in getting clients. • Over the course of the Program if you ever drop below five clients, it is your job to notify your CPL, who will give you two weeks to return to five clients. Your CPL will also be available to support you as you get your client numbers back up to five. • While five is the minimum, we recommend that you move towards eight clients. Why? <ul style="list-style-type: none"> — It gives you a cushion. It's the nature of this business that clients come and go — don't be clinging to your five. Do yourself a favor and take away the pressure during the Program. — You get a variety of experiences with a variety of clients, so you grow more. — If some clients miss a session for whatever reason, you still have enough clients to practice for your homework. — To get your 100 hours in six months, you need to be coaching an 	<ul style="list-style-type: none"> • Tracking sheets and information at the end of <i>Chapter 5: Forms</i>.

Time	Activity	Notes
	<p>average of eight clients for four qualifying hours a week over that time.</p> <ul style="list-style-type: none"> • If you DO decide you want to stick to five clients (your choice to make), we recommend having a waitlist, or some other pipeline, so that you can quickly replace a client who completes with you. • Note that details of what does and does not count as paid coaching hours is in <i>Chapter 1: Introduction</i> in the CPCC Manual. Don't go over them here — just point out. • Students must use the Total Client Hours tracking sheet to keep track of a monthly summary of their coaching hours. This form will be submitted at the end of the Program; either scanned hard copies of the form or the soft copy Excel sheet that is available in the Forms section of the CPCC website. • You will begin counting your hours for Certification on the date of your first Pod Call. 	
1:07–1:13 4 min.	<p>Open Topic Calls and Podcasts</p> <ul style="list-style-type: none"> • A library of recorded calls that CTI Leaders have created to enhance your learning and to further your growth as a Co-Active® Coach. In the past students have loved these calls. There are all kinds of topics. They are fun and interesting. Each Open Topic Call runs about one-hour long. • You must attend or listen to a minimum of two of these calls; many students listen to many more. The Open Topic Calls can be found in the Open Topic Calls section on the CPCC website. • We recommend that you share what you learn from Open Topic Calls with your Podmates via posting your learning to your Pod-specific discussion area on the CPCC site. 	<ul style="list-style-type: none"> • Enroll them into visiting as many Open Topic Calls as they possibly can.

Time	Activity	Notes
	Podcasts There are 4 one-hour podcasts that cover topics we know students struggle with in Certification. These are required listening, and we suggest you listen to them early in the program to support your learning. Calls are located on the Audios area of the CPCC website. Topics are: Arcs of Coaching, Accountability, Saboteur, Evoking Transformation	
1:13–1:17 3 min.	Written Exam (Mention this with a light touch on these details below.) <ul style="list-style-type: none"> You will get your written exam via email immediately after your Week 23 Pod Call, and you will need to complete and return it to your CPL by Week 25 of the Program. This is NOT an open book exam. It is on the honor system. Your CPL will be grading your written exam. 	<ul style="list-style-type: none"> Exam information is in <i>Chapter 1: Introduction</i> in the CPCC Manual.
1:17–1:20 3 min.	Oral Exam Prep Call (Mention this and don't give details.) <ul style="list-style-type: none"> Strong recommendation is to attend one of these calls approximately two months before your exam. There is no limit to how many times you may attend this call. It is offered live monthly and there is also a recorded call on the Oral Exam area of the CPCC website. 	<ul style="list-style-type: none"> Exam Prep information is in <i>Chapter 1: Introduction</i> in the CPCC Manual. Schedule of Oral Exam Prep Calls is on the Exams area of the CPCC website.

Time	Activity	Notes
1:20–1:23 3 min.	Oral Exam <ul style="list-style-type: none"> The Oral Exam Prep Calls will help you prepare to take the Oral Exam. You are eligible to take your Oral Exam one month after completing all your requirements and submitting all the necessary records for your Program completion. Your exam is conducted by oral examiners. 	
1:23–1:25 2 min.	Synergy <ul style="list-style-type: none"> You must complete Synergy before the end of Certification. We encourage you to take it as soon as you can. Your CPL and Supervisors will be interacting with you and the group as if you have already taken it. 	
1:25-1:27 2 min.	Roster Corrections Before your first Pod Call, you will receive a roster. If your information is incorrect, please send the corrected info to elan@coactive.com , AND to your CPL and Podmates. Please do this before the Program begins and please keep all of these parties up to date if any of your contact info changes during the Program.	
1:27-1:30 3 min.	Additional Questions and Answers Still more questions after this call? They will likely be addressed in the first Module Audio, by reading your Manual, or by your CPL during your first Pod Call. You will be hearing from your CPL before the Pod starts and they will help you get the answers to any further questions you might have. Thanks and send them on their way.	