WELCOME TO CERTIFICATION

Welcome to Certification! You have made a commitment to your learning that will last at least for the next six months.

The way that you prepare and participate in your own learning will have the biggest impact on what you take away from this Certification Program.

Please read this entire chapter completely before you attend your Orientation Call, so that you have a clear understanding of the Assumptions and Promises that guide this Certification Program, and all of the Program requirements.

Confidentiality Agreement:

All recordings, the CPCC Manual and the contents of the MY CO-ACTIVE.COM website are the intellectual property of CTI. These resources are for the exclusive use of Certification students and may not be distributed in any way or form without the express written consent of CTI.

ASSUMPTIONS AND PROMISES

Assumptions

1. We assume that you are committed to the profession of coaching.
2. We assume that you are in this Certification Program because you want to be the best Co-Active® Coach you can be.
3. We assume that you are hungry and passionate to learn.
4. We assume that you are willing to be responsible for your own learning.
5. We assume that you will embrace and empower your own learning process and the learning of your Podmates throughout the Program.
6. We assume that you are eager for feedback from your Certification Program Leader (CPL), your Podmates, and your supervisors, and that you will use your feedback as a tool for learning more.
7. We assume that you will embrace each homework assignment as an opportunity to deepen your learning.
8. We assume that you will empower the relationship...whether the relationship is with your Podmates, your Certification Program Leader, your supervisors, your coach, your clients, or yourself.
9. We assume that when you are struggling, you will use the Co-Active® Model to help you recover, that you will be curious when challenges arise, that you will manage your Saboteur, and that you will listen from Level 2 and Level 3 when you are not being a client on the calls.
10. We assume that you will trust that all that you need is in the Model.

Promises

As your Certification Program Leader (CPL):

1. I promise to use everything that happens in this Program as an opportunity for you to learn more about coaching.
2. I promise to use feedback to awaken and evoke the masterful Co-Active® Coach in you.
3. I promise to keep modeling Co-Active® Coaching in our interactions.
4. I promise to design and redesign our alliance as needed.
5. I promise to model celebrating failure, mine and yours.
6. I promise to view you as naturally creative, resourceful and whole, and to view your journey in Certification through that lens.
7. As a result of your full-out participation in this Program, I promise that you will have a solid grounding in the mechanics and art of Co-Active® Coaching, a wider range of expression as a coach, the flexibility to use your Co-Active® Coaching tools and skills in new ways, the strength to give and receive challenging feedback.

Getting Started

There are five things to do as soon as you begin the Co-Active® Coach Certification Program:

1. READ THIS SECTION OF THE MANUAL completely and look through *Chapter 2: Modules*.

2. BEGIN WORKING WITH YOUR CERTIFIED COACH. Working with an experienced coach who is aligned and familiar with the Co-Active® Model provides participants the on-going experience of the work and benefit of being coached. You are required to work with a CPCC or a coach who has the International Coach Federation PCC or MCC designation for the duration of your Co-Active® Coach Certification Program.

   You must work with your certified coach a minimum of one hour per month during the six-month Certification process. You may count up to 12 hours with your coach towards the 100 coaching hours required to sit for your exam.

3. FILL YOUR CLIENT ROSTER. You are expected to have five paying clients in place by the time of your second Pod Call with your Certification Program Leader (CPL), which falls in the third week of the Program. If you don't have five clients when you begin, you will benefit from the opportunity to have your coach, CPL and Podmates to support you in the process of getting those clients during these next few weeks.

   With the Client Game, CTI has created a series of three additional teleconference calls, just for you, at no extra cost, to support you in getting your clients. It is our intention to make getting these clients be as fun and easy for you as possible. The calls will be recorded in case you cannot attend them live. They will start a few weeks prior to your first Certification Pod Call.

   You are required to maintain at least five individual paying clients throughout the Co-Active® Coach Certification Program. If you fall below five clients at any time during the Program, you will have two weeks to fill your client roster. If you are unable to do so within the time frame given, you will be asked to leave the Program and you will receive a refund based on the schedule contained in your application packet. For this reason, we encourage you to have some kind of strategy in place; whether that is carrying more than five clients, keeping a waiting list, or emergency marketing strategies.

4. ATTEND AN ORIENTATION CALL. The 90-minute Orientation Call focuses on the details of the structure of your Certification Program and what to expect in regard to that. Your participation in this call will help you get grounded in the structure and have you ready to connect with your community in your first call with your Pod. You will have the opportunity to ask your specific questions and connect with other coaches who are beginning the Program in the same month as you. Before your first Pod Call, you are required to attend a live Orientation Call or listen to an Orientation Call recording available for download in the AUDIOS/PODCASTS area on MY CO-ACTIVE.COM.

5. FAMILIARIZE YOURSELF WITH MY CO-ACTIVE.COM. You will be working online in the MY CO-ACTIVE.COM learning community. Your engagement in the online community is essential to your learning in the Certification Program. MY CO-ACTIVE.COM is where you will access the CPCC Manual, forms, and other resources.

   Your content, assignments and resources for each module are found on the **Certification Program Guide** on the MY CO-ACTIVE.COM homepage, (this is the page you come to when you log in.)

   After going through each module, you have two places to complete your homework:

   1. Post and share your responses to the **Homework Discussion** questions with your Podmates in your Pod's Homework Discussion Area.

   2. Answer the questions in your **Homework Journal**.

   Please take full advantage of this site to accelerate and deepen your learning and to support others on the journey toward becoming a CPCC.

RESOURCES YOU WILL NEED

Audio Set-Up

You will be listening to a number of audio recordings (about 14 hours in all) during the Program. You will need a way to play streaming audio or to download and listen to these MP3 files. See the section entitled, "Weeks 1-25" for more detail about these audios.

Telephone Set-Up

As a student in this Certification Program, you will be spending many hours on the telephone. You will need:

- A long-distance calling plan that works for you
- The ability to initiate Triad Calls, either three-way calling or a conference line.
- See the section later in this chapter entitled, Telephone Call Guidelines and Equipment, for more detail.

Computer Set-up for Online Access to MY CO-ACTIVE.COM

MY CO-ACTIVE.COM is the online learning platform on which the Certification Program is hosted. This platform is where you will submit all your homework and track your Program requirements. It is essential that you participate in MY CO-ACTIVE.COM on a regular basis (weekly).

You will need regular access to a computer with internet access (high-speed access is preferable).

You will need a system to record your Supervision coaching calls as MP3 files and you will need to be able to email the mp3 file or a link to your Supervisor.

Other Computer Tools

These are other tools that will support you during the Program:

- Students are required to use our form to submit their hours to us.
- Access to a scanner so that you can email your signed client release forms to CTI. You will only need this for a few documents. Or they can be faxed or mailed to CTI.
- Printing capability for printing online Forms and Program materials.

CERTIFICATION PROGRAM REQUIREMENTS

CTI will award the designation Certified Professional Co-Active® Coach (CPCC) when you complete the following requirements. When you meet these requirements, you are also eligible to apply to the ICF for the ACC designation as long as you have had at least eight clients.

Requirements at a Glance

REQUIRED	
Core Curriculum	Complete through Synergy
Your Clients	Maintain a roster of five paying clients throughout the Certification Program
Coaching Hours	Complete 100 qualifying hours of coaching
Your Coach	Work with a CPCC or an ICF Credentialed PCC or MCC at least one hour per month
Course Calls	Attend at least 11 of the 13 Pod Calls; 8 of the 9 Triad Calls
Homework	This includes readings, listening to the audios, completing the activities, maintaining a Homework Journal and engaging in homework discussions on MY CO-ACTIVE.COM for each topic
Mid-Program Review	Complete a Mid-Program Review call with your CPL
Supervision	Attend at least 2 of the 3 Group Supervision Calls and coach on at least 1 Group Supervision Call. Complete 6 Individual Supervision Calls
Required Reading	*Co-Active Coaching,* 3rd edition
Open Topic Calls and Podcasts	Listen to the required Podcasts and at least 2 Open Topic Calls
Exam	Pass a Written and an Oral Exam
OPTIONAL	
Assist at a Course	You may assist at any course you have completed
Recommended Reading	Recommended Reading list in *Chapter 5: References*

IMPORTANT NOTE: While you are enrolled in CTI's Certification Program, you must maintain a minimum of five ongoing individual paying clients. All of your Supervision sessions will be done with individual clients only. You may work with as many group or relationship coaching clients as you wish, as long as they meet the requirments, and while you may count those hours toward your total of 100 hours, they do not replace the required minimum of five individual clients.

Modules

The Program topics are contained in 12 bi-weekly modules that are book-ended by an Orientation call and a Completion week. Each module covers two weeks of your Program and includes suggested activities to perform during the two weeks; preparation work — including Audios and Reading Modules — as well as a Pod Call and a Triad Call. After each Triad Call, update your Homework Journal on the Certification Program Guide with your learning from this module and respond to the questions in the Homework Discussion area on MY CO-ACTIVE HOME.

A. SUGGESTED ACTIVITIES

Suggested activities are assigned in each module. These are exercises to do, sometimes with your clients, to practice the material. You will work on the activities for the full two calendar weeks spanning each module.

These activities are intended to take you beyond basic skills to discover something new or surprising about yourself, your Co-Active® Coaching or your clients.

B. BEFORE THE POD CALL

Preparation may include readings and audio recordings to complete in preparation for the call.

Audio Recordings

Each module has two audios (except module #5, which has three, and module #10, which has one). Before your Pod Call, you are required to listen to Part A of the Audio that correlates to the topic of that module. It is important to listen to this audio before your Pod Call so that you are prepared to interact on the call.

You will listen to Part B of the Audio, a coaching demonstration of the topic, before you practice coaching on your Triad Call.

The Audios are embedded in the Certification Program modules found in the Certification Program Guide on MY CO-ACTIVE.COM and can be downloaded from the AUDIO/PODCASTS area on MY CO-ACTIVE.COM.

These recordings were made by CTI founders and leaders. They cover Program content and offer coaching demos. For the coaching demos real clients brought real issues to the sessions. In order to create as much learning as possible for you, the demos include an introduction and a debrief.

C. POD CALLS

Pod Calls provide a structure for support and learning in the Co-Active® Coach Certification Program. Each call has a specific focus. These calls take place every other week and are an hour and a half in length. Participants are assigned to a specific Pod. You are required to participate in at least 11 scheduled Pod Calls. If you miss more than 20 minutes of any of the Pod, Triad or Group Supervision calls, it is considered an absence.

Your Certification Program Leader (CPL) will be on each Pod Call. You will be sharing and deepening your learning on the topic, practicing coaching skills and getting feedback. You will call into a conference line. This telephone number can be found on the Logistics page in the Welcome Packet.

The Pod Call is an integral piece of the Certification process. Through the Pod Call you and your Podmates will practice coaching skills, observe coaching demos and give and receive feedback from the CPL and each other. This call provides you with a structure for accountability, and the small group dynamic deepens the learning through shared conversation and inspiration. There is a set agenda for each call focused on a central topic.

YOU MUST BE PRESENT ON 11 OF THE 13 CALLS TO COMPLETE THE PROGRAM. Please let your CPL and your Podmates know one week in advance that you will be absent. If you are absent, it is your responsibility to call one of your Podmates to get any missed information.

D. BEFORE THE TRIAD CALL

Go to the module in the Certification Program Guide on MY CO-ACTIVE.COM and look in the Triad Call Details section for information on what to do before Triad Calls.

E. TRIAD CALLS

NOTE: The first three Triad Calls (Weeks 2, 4, and 6) are structured as Group Supervisions (for more information please see the Group Supervision section of the Manual), when you will meet as a Triad with a Supervisor.

The focus of Triad Calls is on the development of coaching skills with plenty of opportunities to practice specific skills. These take place every other week for an hour and a half. You will meet with two other members of your Certification Pod. The composition of the triad varies over the course of the Program. On each Triad Call, you will be coaching in triads, and taking on the roles of coach, client and observer. YOU MUST BE PRESENT ON AT LEAST EIGHT OF THE NINE TRIAD CALLS TO COMPLETE THE PROGRAM.

Triad Calls Set Up:

- (10 min.) Get connection/review learning objectives.
- (60 min.) Coaching (15 min. coaching, 5 min. feedback for each of the three triad members).
- (15 min.) Land learning. Come up with one learning point (or one question) from the triad to bring to Pod Call. 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?

GROUP SUPERVISION CALLS

You must be present on at least two of the three Group Supervision Calls to complete the Program. You must also be the coach on one of the three Group Supervision Calls or you will need to pay for an additional Supervision.

Group Supervision Call Set Up:

- (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.) Identify learning points and homework/practice for the coach and the other triad members.

F. AFTER THE TRIAD CALL

Responding To Homework

What is homework at CTI?

At one level, homework is simply a Program requirement. Beyond that, homework is one way for you to deepen your learning and forward your action as a student. It is crafted explicitly to build your grasp of the Co-Active® Model and to prepare you to take on ever-greater challenges.

What is homework NOT? It is not a quiz. Your CPL does not grade your homework. We encourage you to discuss your assignments with your Podmates. In fact, each of you will be posting your homework to the entire Pod in your Pod's Homework Area so that everyone will benefit from one another's learning.

We want your own words, and most of us do not worry about spelling. If you get stuck with something just post it as is; you may find that the Pod Call or the next Triad clarifies it, and you can go back and update the parts that stumped you the first time around. We are not looking for perfection — we are looking for growth, learning, and integration.

Imagine your homework as a personalized reference file of your Certification journey, your living study guide for the exam, one that can grow and change as you learn. Your homework is for YOU. Just as we train our clients to bottom-line and move from the story to the experience, we expect you to focus your homework responses on your learning. Feel free to include relevant facts as needed, though most of your homework questions will ask about your experience or the impact of your coaching.

What Is Required?

You are required to participate in Homework in two ways.

1. You will take part in your Pod Homework Discussion on MY CO-ACTIVE.COM. There will be a link to this – Go to (Pod) Homework Discussion area – on the MY CO-ACTIVE.COM homepage.
2. You will maintain and complete a Homework Journal for the Certification Program. Your Homework Journal is on the Certification Program Guide section of MY CO-ACTIVE.COM. Over the course of the Certification Program, you will record your Homework responses in the Homework Journal.

After the final Module you will submit your Homework Journal and this will create a copy of your homework which will be maintained as documentation for your accreditation purposes.

For the contributions you post in the Homework Discussions, your CPL will let you know if she or he wants you to delve more deeply into something, clarify it, think about it another way, or celebrate! If you have grasped the main learning intended, your CPL may simply let you know that or, often, the CPL might respond to the whole group and the learning you are collectively developing.

G. TRACKING YOUR PROGRESS
In addition to the responses you post in your Homework Discussion Area you are also required to keep these documents up to date:

- Client Roster – list of clients that you are counting toward your 100 coaching hours.
- Client Release Authorization forms- for each client that you will be recording
- Total Coaching Hours Tracking Sheet — a cumulative record of your coaching hours

Remember to update your activity at the end of each module.

Supervision

You will have 9 Supervision experiences in the Program:

- 6 Individual Supervisions
- 3 Group Supervisions

INDIVIDUAL SUPERVISION CALLS (6 CALLS)
Through direct feedback from a supervisor on your coaching of one of your actual clients, you will gain insight and training on how to improve your coaching skills. Each supervision call is one hour in length, which includes you and your supervisor listening to 20 to 30 minutes of your recorded coaching session. These calls are scheduled directly with your supervisors.

Read through *Chapter 4: Supervision* of the manual before you schedule your Supervisions. We suggest that you contact your first supervisor as soon as possible after your Orientation Call to schedule your time with them. Be aware that CTI will bill you if you miss a scheduled Supervision for any reason with less than 24 hours' notice.

Recording Your Coaching Sessions
You will record at least six of your coaching sessions for Individual Supervision.

We recommend that you record as many as possible for your own learning. See *Chapter 4: Supervision*, for information about recommended recording equipment. Note that you must obtain a written Client Release Authorization form from each of your clients prior to recording any sessions.

GROUP SUPERVISION CALLS (3 CALLS)
These calls, described in the Modules section above, provide a Supervision experience of in-the-moment feedback using real-time coaching. You will coach or be coached by one of your Podmates in these calls.

Mid-Program Review Call

The Mid-Program Review occurs between Weeks 13 and 17 of your Program. It is a 30-minute individual call with your Certification Program Leader to look at your progress to date in the Certification Program, and what you might want to celebrate, change, focus on, or improve for the remainder of the Program. IT IS UP TO YOU TO SCHEDULE THIS CALL WITH YOUR CPL.

100 Coaching Hours

To integrate the Co-Active® Model into your coaching takes time. We have found that it takes about 100 hours of coaching experience during the Certification Program to become a "Professional Coach." During the Program, you are responsible for tracking your hours and submitting the completed record to CTI at least one month prior to your Oral Exam date.

You are required to document 100 hours of coaching experience for your CPCC. You may begin counting hours from the start date of your Certification Program. See "What Are Paid Coaching Hours" later in this section for more information about what hours count for this requirement.

Podcasts and Open Topic Calls

You are required to listen to each of the four hour-long master coach podcasts which are located in the AUDIOS/PODCASTS area of MY CO-ACTIVE.COM. We highly recommend that you listen to "The Dip", which is located with the Podcasts.

You are also required to listen to two Open Topic Call recordings of your choosing.

The complete list of Podcasts and Open Topic Calls is available for listening and download in the AUDIOS/PODCASTS area on MY CO-ACTIVE.COM.

Certification Exam

Upon completion of the Program requirements, you are eligible to take the Certification exam. The exam has two basic components: a Written Exam, which is graded by your Certification Program Leader at the end of your Program, and an Oral Exam, consisting of two live coaching interactions on the telephone with two Certification Examiners.

IMPORTANT NOTE: If you did not take the Synergy course with the rest of your Core Curriculum, you must complete it before taking your Certification Oral Exam.

In order to receive your CPCC designation, you must pass both the written and the oral examination. You must complete both parts of the examination within one year of the start date of your Program.

ORAL EXAM PREP CALLS
Live Exam Prep Calls are held on the second Tuesday of every month from 9am to 10am Pacific Time, and the fourth Wednesday of every month from 4pm to 5pm Pacific Time. An Examiner leads this call. He or she is there to answer your questions and prepare you for the test. We strongly recommend that you attend one of these calls about two months before your exam. You may attend as many of these calls as you wish. A recorded call is available in the AUDIOS/PODCASTS area on MY CO-ACTIVE.COM in case you are unable to attend a live call.

Program Completion Process

To complete your Program and be eligible to take your Oral Exam, your Homework Journal, Completion Checklist and Client Release Authorization forms must be submitted within 30 days following your last Pod Call. The Total Hours Tracking Sheet must be submitted within 11 months of your first Pod Call.

- **Homework Journal** – You must complete all the required homework assignments and submit your completed Homework Tracker to CTI by clicking on "Finish" at the end of the Homework Journal on MY CO-ACTIVE.COM.
- **Completion Checklist** – First, be sure you have completed all the requirements, then make sure your Completion Checklist is completely filled out. Remember, you are required to listen to the 4 Podcasts and at least 2 Open Topic Call recordings. Calls are available for listening or downloading on the Audios/Podcasts and Open Topic sections on MY CO-ACTIVE.COM. Submit your Completion Checklist to CTI by clicking on "Finish "at the end of the Completion Checklist on MY CO-ACTIVE.COM.
- **Client Release Authorization forms** – You will email a signed Client Release Authorization form for each client you use for Supervision. Please email these forms to **completiondocs@coactive.com**.
- **Total Coaching Hours Tracking Sheet** – If your 100 hours are also complete at the end of the six-month Program, email your completed Total Coaching Hours Tracking Sheet *along with* an updated **Client Roster** that reflects all the clients you are counting coaching hours for to **completiondocs@coactive.com** along with your Client Release Authorization forms.

If your 100 hours are not complete at this time, the Total Coaching Hours Tracking Sheet and an updated roster must be emailed in at least 30 days prior to your Oral Exam date.

Please name your documents as follows: **Yourlastname Yourfirstname Podname Docname**. *For example*: Jane Doe, of the Blue Pod, Total Coaching Hours Tracking Sheet should have this file name: Doe Jane Blue Hours.

Assisting at a Course

You may choose to assist at any course you have completed as a way to deepen your learning around any principle of the Co-Active® Model. Occasionally, a supervisor may recommend that you assist at a course in order to improve your coaching skills in a particular area.

Assisting is a great way to deepen your learning of the course material. Past assistants have told us that they experienced the course information in a whole different way from the back of the room. It is also a great way to get to know our CTI leaders, and a fabulous opportunity to witness our famous Co-Active® leadership style from the behind the scenes.

As you assist in a CTI course, it is important that you realize it is both a privilege and a responsibility. While there will be certain logistical duties for you as an assistant, the biggest part of your role is who you be. You have the potential to have a huge impact on both the participants and the course leaders. How you conduct yourself has a great deal to do with the success of the course.

Your job will be to hold the space for learning in the room. This means that you must be alert and aware throughout the entire course — that you be present at Levels 2 and 3 for whatever may be needed to facilitate the learning. While we know you will learn a great deal from assisting, we ask that you commit to service — being and doing whatever is needed for the course to have the maximum impact for the participants.

Since assisting is such a popular experience, please keep in mind that assistant slots often fill three or four months in advance, so sign up early. For more information or to submit a request to assist in a course, go to the CTI website www.thecoaches.com.

Requirements for the ICF Associate Certified Coach Credential

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. 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. Your Certification Program Tracking Sheets will assist you with completing your ACC application. Please refer to the ICF website at www.coachfederation.org for the ACC requirements and application.

As a student in CTI's Certification Program, you'll be spending many hours on the telephone. This section contains information about the different kinds of telephone calls in which you will participate, how to make group calls, including international calls, telephone etiquette, telephone tools group call technology, and international calling.

During the course of this Program, you will participate in several different kinds of telephone calls:

- Orientation Call
- Pod Calls
- Triad Calls
- Individual Supervision Calls
- Group Supervision Calls
- Mid-Program Review Call
- Exam Prep Call
- Oral Exam

Some of these calls will be one-on-one, like Individual Supervision Calls and your Mid-Program Review.

Some, like your Group Supervisions and your Triads, will be in groups of three. Some, like your Pod Calls, are with your entire Pod and your CPL (10 people total). Some occasional calls are even larger, like the Orientation and Exam Prep Calls, where anyone beginning Certification or preparing for their exam may join the call.

Pod Call Telephone Etiquette

- On your Triad Calls and Pod Calls, you will eventually learn one another's voices, but for the first several calls, please say your first name each time you speak. Non-visual communication is a new experience for most people, so just remember that we can't see you. Don't wait to be called on, and do use your Level 3 Listening to sense when it is time for you to speak.
- Call from a quiet place — use your mute button to screen out any background noise — and don't forget to turn off your mute button when you want to speak!
- Call from a regular land line phone if at all possible. Mobile phones and internet phone services such as Skype tend to have more background noise and less reliable connections, which are distracting to the others on the call.
- Disable call waiting (*70 does it in the U.S. — if you are not calling from the U.S., check with your telephone service provider to learn how to disable call waiting).
- Do not place a Pod Call on hold for any reason. If you need to, hang up and call back again when you can.
- Do not multi-task — give your full attention to the call at hand. It is an opportunity to self-manage, and to practice the art of being completely present, just as you will when you are coaching. Give your full attention to the call at hand. Use your mute button for

any unavoidable background noises, even if you think no one will be able to hear you as background noise can be amplified on a conference line, and will be distracting to you and your Podmates.

Telephone Equipment

HEADSETS

We highly recommend investing in a good quality telephone headset — you will be spending many hours on the telephone in the Certification Program, more so if you coach on the telephone. Using a headset means there is less strain on your neck, shoulders, and arms. Headsets also often come with a mute button, and offer you good quality sound and mobility while you are talking and listening. Many practicing coaches recommend these brands:

- PLANTRONICS (www.plantronics.com)
- JABRA (www.jabra.com/Sites/mobile/NA-US/Pages/home.aspx)
- HELLO DIRECT (www.hellodirect.com) is a great resource for information, product comparisons, technical support and equipment.

INTERNATIONAL CALLING

During the course of your Certification Program you will likely be calling people who live in another country, whether it is a Podmate for your Triad Calls, your CTI supervisor, or your CPL. CTI supervisors and CPL's are located in the U.S., Canada, Mexico, Europe and/or the Middle East. Your Podmates could be anywhere in the world. At this time, all bridge lines are located in the U.S.

Verify the countries you will be calling, and make sure you know the cost of a call to that country on your calling plan. This includes calls to or from Canada or Mexico to or from the U.S.

To minimize your costs for phone calls during the Program, check with your telephone service provider to find out the cost of calling to countries outside of your own. You may want to select a calling plan with good international calling rates for the duration of your Certification Program.

You may also want to investigate the cost of using a pre-paid international phone card, which is often inexpensive and allows you to make calls to other countries by using a toll-free number and access code. These cards are readily available in most parts of the world. Here are some other resources to investigate. These are all web-based and subject to change.

- www.pennytalk.com
- www.call2.com

Finally, use colleagues in your area and your Podmates as resources.

Technology for Group Calls

You will be using various technologies to facilitate group calls during your Program.

POD CALLS
CTI will assign your Pod a conference line that you will use for all your Pod Calls. This line may not be used for any of the other calls in the Program.

GROUP SUPERVISION CALLS
CTI will also assign a conference line for your Group Supervision Calls. You will use this line for each of your three Group Supervision Calls. You will find the call-in details in your Welcome Packet. Note that it is most likely a different number than the conference line you use for your Pod Calls.

TRIAD CALLS
You will need to arrange the use of either a conference line or three-way calling.

1. Three-way Calling – You can often have the three-way calling feature added to your phone service on the same day for a minimal monthly fee. This is how three-way calling works: Person One calls Person Two and flashes over to another line to call Person Three, and then conferences everyone together. We recommend you each have this feature and alternate who initiates the calls to spread out the cost.
2. Conference Lines – If you prefer to use a conference line for your Triad Calls some CPLs will have recommendations, so wait to get this technology until you hear from your CPL. These telephone lines are based in the U.S., and provide a conference line at a scheduled time at no charge beyond your long- distance charge.

If you are recording a coaching session using a telephone, here are some available on-line services you may wish to investigate:

- AUDIO ACROBAT (publish.audioacrobat.com)
  - The most frequently used online service by Certification students
  - Requires three-way calling feature on your phone
  - Recordings are saved as long as you have an account
  - Monthly account fee
- FREE CONFERENCE CALL (www.freeconferencecall.com)
  - Does not require three-way calling
  - Both coach and client dial into conference line and provide access code
  - Calls can be recorded and saved to your account
  - No fees
  - Provides international conference calling services
- INSTANT CONFERENCE (www.instantconference.com)
  - Does not require three-way calling
  - Both coach and client dial into conference line and provide access code
  - No fee for basic service

- FREE CONFERENCE (www.freeconference.com)

  – Click on “Reservationless Standard/Learn More/Try Reservationless Standard Now”

When you have your conference line set up be sure to share the number and access code with other members of your triad.

What counts toward my 100 coaching hours?

You may count the following in your 100 coaching hours:

- Time you spend with your coach being coached (minimum of six hours, one per month is required, and a maximum of 12 hours).
- Time you spend with a client in a Discovery Session.
- Weekly coaching calls with clients who pay you for your coaching services.
- Special calls with clients (completion, planning etc...).
- Group or relationship coaching hours that you are paid for. One hour of coaching with a couple or a group is counted as one coaching hour. It is not the number of hours multiplied by the number of clients in the group. In order for a group coaching hour to count, the group must be ongoing and may have no more than 15 participants. Please fill out the Group/Relationship Coaching form in the FORMS area on MY CO-ACTIVE.COM.
- Up to 15 hours of barter or pro bono coaching. As long as you have determined a fair dollar amount of services provided and are receiving services other than coaching in return from your client. Trading coaching services does not count toward barter or toward your 100 coaching hours for the Program.
- Hours spent as an internal coach count toward your 100 hours of coaching time for your CPCC so long as coaching is part of your job description and you are not coaching a direct report. Please fill out the Documentation for Internal Coaches form in the FORMS area on MY CO-ACTIVE.COM.

As a guideline, you may count hours spent on the job coaching (Internal Coaches) IF you meet the following requirements:

1. Coaching is a part of your job description or job objectives.
2. You are paid for the coaching as part of your salary.
3. You meet on an on-going basis with your client (i.e. once a week, once a month, etc.).
4. You are only doing one-on-one coaching and no other functions (e.g., consulting, time management, etc.) with these internal clients.
5. Your clients are not your direct reports.

What *does not count* toward my 100 coaching hours?

- Coaching current Certification students does not count toward your 100 coaching hours.**
- Demo coaching in a workshop does not count toward your 100 hours.
- Coaching workshop or class participants does not count toward your 100 hours. We are looking for your coaching of clients 1:1 on an ongoing basis.
- Sample Sessions do not count toward your coaching hours for the Certification Program.**

**These hours do count toward an ICF accreditation however, so keep track of these coaching sessions separately and refer to the ICF website for their accreditation requirements.

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.