COMETSA GOC INTERNATIONAL (PTY) LTD

COACHING MODEL: THE MIND – THE JOURNEY – THE DESTINY

Coaching Process – Sam Tsima Coaching Model (Part B)

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The coaching topic, goal, and objectives appear on every coaching session template and report. This is to make sure that we are able to link constantly align the coaching session themes with the coaching topic, goal and objectives. If we deviate, we are able to come up with a valid reason why, and this is noted in the coaching session report.

B) COACHING PROCESS

Step 1 - Coaching Proposition: The acquisition of the coaching clients, known as pre-contemplation, happen as a result of a number of opportunities like public platforms, referrals and networking. The potential client would express a desire to be coached, in which case the potential client is brought into contact with my office for follow up. I will then issue instruction to my office to schedule a chemistry session with the potential client. The office will also prepare for the intake by issuing quotation, prepare the contract, and scheduling of the monthly coaching sessions. This approach is very well received by the clients as it projects a professional setup in my coaching business.

Step 2 - Contracting, Coaching Intake, Bonding and Rapport Building (Chemistry Session): The coaching intake is one of the key aspects of the coaching programme, and no coaching session will take place before the intake is complete. The intake includes confirmation of the duration of the coaching programme, frequency of the coaching sessions, duration of the coaching sessions, preferred venues for the coaching session, preferred dates and times of the coaching sessions, the fees per hour, and format of the coaching sessions (face to face, telephonic, skype). The last part of this phase is the contract document discussion and the actual signing off of the contract. Most aspects of this phase are facilitated by my office administration under my supervision.

Step 3 - The Actual Coaching Session: Coaching session number zero, is often regarded as a follow up to the chemistry session, and I work with the client on broader understanding of what coaching is and is not. This is helpful, especially when the client has not experienced coaching before. The client is exposed to the eco-system of coaching. My first three coaching sessions are dedicated to the formulation of the coaching topic, goal and at least three coaching objectives for the six to twelve months coaching programme. It has become a confirmed approach and it works very well in making sure that we do not embark on a coaching programme without having confirmed the framework of the coaching programme. The coaching topic, goal, and objectives appear on every coaching session template and report. This is to make sure that we are able to link constantly align the coaching session themes with the coaching topic, goal and objectives. If we deviate, we are able to come up with a valid reason why, and this is noted in the coaching session report.

Step 4 - Session details: Each coaching session template cover page and report contain the following standard data about the session; coaching session no, client name, position/title, organization of the client, date of the session, start & end time of the session (duration of the session), venue of the session, method (face to face, telephonic, skype, etc.). Each coaching session starts with checking-in, which includes reflection on the previous session. The main purpose of the fifteen minutes checking-in is to lay the foundation for the coaching session. It often happens that the coaching themes of the session are deduced from the checking-in part of the session. If the themes are not aligned with the coaching topic, goal and the objectives, a preliminary conversation is allowed.

Step 5 - Checking Out: Every session is concluded with a checking-out of fifteen minutes. This serves as the evaluation of the session and the commitment to action/or change of behaviours/practices by the client. The following standard checking out guidelines are followed for each coaching session: (1) **Confirmation:** what was confirmed by the session? (2) **AHA Moment:** at what point did the client experience an Aha moment? (3) **New Insights:** what new insights and lessons did the client pick up from the session? (4) **Take home:** what is the client taking home from the session? (5) **New behaviours/practices:** what is the client going to do different after the session?

Step 6 - Details of the next coaching session: Before closing the session, a discussion about the next session takes place. This is to make sure that we are aligned with the schedule as produced by my office, and to determine if there are any changes that I need to deliver to my office. The key aspects of the next coaching session are the date, time and venue.

Step 7 – Closure: This take a form of chitchatting and walking the client out of the venue.

Step 8 - Post session analysis: At the end of each coaching session I prepare the client feedback report, and update my own coaching portfolio for the client. I look at the following points to complete the post session records: (1) How the coaching themes relate to the coaching programme topic, goal and objectives. (2) The observations made from the current state of being of the client. (3) The clientœs level of awareness brought up by the coaching session. (4) New practices and actions that the client commits to undertake. (5) The comments and actions from the session generated by me during the coaching session. (6) The tools, metaphors, examples, and visualization applied in the coaching session. (7) The next action steps to be taken by the client and the coach after the session