The ART & SCIENCE OF COACHING

What to Expect from Module V
Mentored Calls and Oral Assessment

Table of Contents:

- Module V Overview
- Mentor Call Overview
- The Mission of the Mentor Coaching Team
- How Mentor Coaching Works
- Scheduling Mentor Calls
- Authorization Release Form
- Taping Mentor Calls
- Clients and Mentors
- Tips
- The Oral Assessment
- Scheduling Your Oral Assessment

Our Current Mentor Coaching Team:

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Module V contains three (3) important parts:

- **Tele-Classes:** Attend and participate fully in at least eight (8) of the twelve (12) Module V Teleclasses.
- **Mentor-Sessions:** Schedule and conduct six (6) individual coaching sessions via the telephone to be listened to by one of Erickson’s mentor coaches.
- **Oral Assessment:** Pass an Oral Coaching Assessment that is to be done once you are complete with the teleclasses and mentor sessions.

All components of Module V must be completed within one year of starting your Module V telecourse. We hold you able and responsible to track through the process. Please pace yourself accordingly.

**Mentor Call Overview**

The mentor coaches are experienced coaches who are trained in the principles and philosophies of Erickson coaching. As Professional Certified Coach (PCC) or Master Certified Coaches (MCC), they have been specially trained to facilitate your learning and growth as a coach. As your champion and partner for success, each mentor coach is whole-heartedly committed to your coach development.

The ‘Mission’ of the Mentor Coaching team is:

“We are committed to graduating Erickson trained Solution Focused Coaches with confidence and the capacity to be at the level of conscious competence by the end of their certified coaching program. We operate with consistency and integrity by modeling our competencies and providing excellent service.”

**How Mentor Coaching Works**

With the permission of your client, a mentor will listen to a live 30-minute coaching session via telephone. With the phone on mute, the mentor will simply listen as you coach your client. After the client leaves the call, you and the mentor will spend an additional 30 minutes on the phone together to debrief the coaching session. Your mentor will help you to distinguish your coaching style and become more aware of unconscious habits or practices that you might want to watch for. Together you will work through a feedback form and explore what worked, what didn’t work, and where you want to stretch and enhance your skills. Your mentor is also available as a resource for brainstorming so please feel free to “pick their brain” about any aspect of coaching! Your coaching will be reviewed against the 10 key categories listed on the MENTORED COACHING CALL FORM. The Call Mentor will forward a completed form to Erickson for your student records.

**Scheduling Mentor Calls**

We encourage you to start your mentor coaching calls as soon as you start the Module V telecourse. You can arrange for a call to be mentored two different ways:

- Sending a broadcast e-mail message to all call mentors asking who is available at the specific time you and your client have arranged to meet.
- Contact a specific mentor (or several) directly by e-mail to see what time slots they have available and then schedule with your client for one of those times.

**Authorization Release Form**

You must first obtain permission by having each client sign an AUTHORIZATION RELEASE FORM, authorizing Erickson to observe the coaching call. The form specifies that all information observed in the call will be held in the strictest confidence. The original authorization form must be mailed or faxed directly to Erickson (the address and fax number are on the form). Each client must sign an authorization form prior to the first mentored call that he/she participates in. One form per client will suffice.
Taping Mentor Calls

All mentor sessions have to be taped so you can go back and listen to the sessions later; however, you must have the permission of the client and tell the mentor that you are recording. The Authorized Release Form includes this clause.

When you have permission to record from the client and have told the mentor you must start the call by saying, “Today is (state the date). This call is being taped for training purposes only.”

Clients and Mentors

You must work with at least two different mentors through for your 6 mentor sessions. You may do 3 mentored calls with another Erickson Trained Solution Focused Coach colleague. The 3 remaining calls must be done with a client who is not a coaching student or graduate. They may be on-going clients or one-time-only, and they may be either paying clients or pro-bono.

Tips

• Start immediately and spread the calls out so that you can pace yourself and get the full benefit of the mentored calls. Your level of confidence and mastery will be easy to mark over time.

• Beat the crowd and get yours done early. If you leave the bulk of your calls until the last minute, you may find that scheduling is difficult as the call mentors may be inundated with requests from students who are in a rush to complete their calls before the end of the program.

• The easiest way to handle the phone logistics is to have your client call you and stay on the line while you call the mentor to connect all three of you via conference calling or three-way calling. Your phone company can instruct you on the specifics for your phone service. Please note that you are responsible for any long distance charges.

• In addition to the AUTHORIZATION RELEASE FORM, which your client signs before the call, you have been emailed a form called the Coaching Session Feedback Form. You and your mentor use this form as you debrief, with both of you rating the call, so be sure you have a blank form handy. Your mentor will forward their copy of the completed form to you and to Erickson for your student file (you keep your copy for your records).

• A note for students who plan to integrate coaching skills with another discipline or profession, such as consulting: it is important to focus on demonstrating coaching during your mentored sessions so that your mentor can observe and identify coaching-related performance and skills.

The Oral Assessment

When you are complete with the six (6) mentor coaching sessions, you will participate in an oral assessment where you conduct a 30 minute coaching session. The oral assessment process is slightly different than the mentor sessions as we will provide your client. The client will be an Erickson representative (i.e. a senior graduate of Erickson College or an Erickson trainer) that you will coach with a mentor coach present. When the coaching session is complete, you will be emailed your results.

Scheduling Your Oral Assessment

When you are complete with the teleclasses and mentor calls, please email Jo-Ann Harris joharris@bell.net with 3 days and times that you are available to do your oral exam.

If you have any further questions about the Mentor Coaching process, oral exam or Module V overall, please email Jo-Ann Harris joharris@bell.net or Barry Switnicki barry@changementors.ca.
Jo-Ann Harris, PCC
Ottawa, Canada
joharris@bell.net

Erickson Contribution:
Jo-Ann Harris is the Lead for the International Mentor Program at Erickson College. She also facilitates the Art and Science of Coaching Program both online and in person.

Background:
As a seasoned training and development specialist, Jo-Ann was introduced to the fascinating world of coaching 12 years ago. With over 15 years experience in management and as a certified training and development professional, she began her coaching career as an internal business coach, working with management professionals and teams in the corporate world. Her interest in the role of professional and personal leadership, and the importance of effective relationships in creating successful organizations, led to her studies in leadership at the Masters level. During this time, she also became a certified executive coach and enjoyed the opportunity to bring coaching into the world of developmental leadership.

Jo-Ann was introduced to The Art and Science of Coaching and the solution focused approach – an education that transformed forever the coaching conversations taking place with her clients and within organizations in which she worked. “The program at Erickson College and the solution focused approach have provided both my coaching and educational consulting practice with backbone. It has provided my clients with very tangible results leading to transformations in their professional and personal lives.”

In 2007, Jo-Ann launched her own business, ‘Leading Relationships’ offering customized instructional design, training and development and coaching services. “I believe that the ability to build strong and enduring relationships with people is key to business and personal success.” Jo-Ann has a reputation for helping employees, at all levels in the organization, succeed through building positive and productive relationships both within the organization and with external stakeholders.

Jo-Ann is an established professional speaker with the Canadian Association of Professional Speakers and a champion public speaker with Toastmasters International. Her expertise in management, training and coaching, and her engaging presentation style creates an educational experience that is certain to improve vital relationships and support employees at all levels as they focus on building relationships, building careers, and addressing business challenges.

Professional Qualifications:
• BSc Nursing
• Masters Degree in Education
• Master Degree in Leadership
• Certified Professional Coach
• Certified Mentor Coach
• Certified Training and Development Professional
• Certified Executive Coach
• Certified mBIT Coach
• Certified Synchronous (online) Facilitator
Erickson Contribution:

Barry Switnicki has been part of the Erickson team since 2007. Not only is he part of the mentor team, he is one of the primary Module V trainers. He also teaches The Art and Science of Coaching both online and in person in Europe, North and South America and Asia. He has trained and mentored hundreds of coaches both for Erickson College and privately and is also actively involved in training and mentoring mentor, worldwide. Barry also develops and teaches graduate level programs for coaches and leaders.

Background:

Barry has been coaching professionally since 1996 and is both certified by Erickson College, accredited by the International Coach Federation (PCC), Centre for Credentialing and Education (Bcc) and China. He is also a Neural Linguistic Programming Practitioner, Mediator and Negotiator. His passion is supporting exceptional individuals in transforming their lives and steadily raising their performance thresholds even when overcoming deeply rooted long term issues. His specialty is working with change and conflict often in extreme or hostile situations in small and large groups. Barry has coached individuals, families and groups with corporate, professional and personal challenges in more than five different languages (via interpreter) and a multitude of cultures. In addition to his international coaching practice he works with corporations, groups and communities creating coaching cultures.

Barry has been teaching and mentoring for over 30 years not only in the Human Service sector, but also in more concrete areas such as Emergency Services, trades, and sciences. He draws on an extremely diverse background that includes being a Deputy Fire Chief, Journeyman Electrician, Youth Worker, Youth and Family Mediator, and draws on his experience as both a middle and upper level manager in government, his ten years of non-profit experience and 20 years of entrepreneurial experience.

Barry’s personal passions are his wife Kim, son Joshua, rock climbing, biking, gardening and giving back to his community with the Canadian Auxiliary Coast Guard. His personal mission is to support people to become more engaged in their life, their community, their country, and their world.

Professional Qualifications:

- ICF Professional Certified Coach
- Board Certified Coach
- Master Certified Life and Business Coach
- Erickson Certified Professional Coach
- Neural Linguistic Programming Practitioner
- Certified Mediator and Negotiator
- Restorative Justice Facilitator and Trainer
- Children Who Witness Violence Facilitator
- Trainer, Prejudice and Diversity - National Coalition Building Institute

In addition Barry also has training in Expressive Therapies, Family Risk Assessments, Solution Focused Brief Therapy, Sexual Attitude Reassessment, Working with Clients with Post-Traumatic Stress, Working with Sexually Exploited and Traumatized Youth and Adults, Effect of Trauma and Non-Attachment on Children.
Erickson Contribution:
Linda Hamilton has been a mentor coach with Erickson College International since 2006. In addition, in 2001 Linda founded the Solution Focused Coaching Association for graduates of The Art & Science of Coaching and was President until 2004. Linda graduated from The Art & Science of Coaching and was the first coach to be certified as an Ericksonian Trained Solution Focused Coach in 2000.

Background:
Linda launched her coaching practice in 1998, she is a Master Certified Life & Executive Coach & winner of two Entrepreneur of the Year awards in 2003. Linda writes a monthly column called the Coaches Corner for The Province Newspaper and has been a guest on numerous occasions on Breakfast Television as well as written coaching article for The Vancouver Sun and other local newspapers.

Linda specializes in working with Socially & Environmentally conscious Individuals, Entrepreneurs, Executives & Companies who are committed to making a difference in the world, have a fulfilling personal life and being financially successful.

Linda brings to her coaching partnerships extensive training and experience in the areas of entrepreneurial & leadership development, communications & how to lead passionate and purposeful lives. She offers a powerful blend of personal, spiritual and business development tools and techniques gathered through formal training and the ‘school of hard knocks’. Her background, prior to coaching, was in entrepreneurial & leadership training, marketing, market research, and sales. Linda offers a wide range of programs and services – from Corporate Strategizing/Visioning Sessions, team building, to individual coaching.

On a personal note, Linda is a wife and mother of two, living and working from Vancouver, BC, who has found a way to successfully balance being a dedicated and loving wife/mother and an impassioned entrepreneur and coach. Linda is an avid outdoor enthusiast and is very involved in her community, giving back in numerous volunteer capacities.

Professional Qualifications:
- ICF Master Certified Coach
- Certified Solution Focused Coach
- Certified Neuro Linguistic Programming Practitioner
- Hypnotherapist
- Columnist The Province Newspaper
- Winner of two Inspiration in Action Entrepreneur of the year awards in 2003
- Nominated for the 2004 Ethics In Action Award through the Canadian Business For Social Responsibility
- Founder & Past President of The Solution Focused Coaching Association
- Member of the Canadian Business For Social Responsibility
- Member of International Coaching Association
- Member BALLE BC
- Member of The Graduate School Of Coaching
Teresia LaRocque, MCC  
Vancouver, Canada  
clients@teresia.com

Erickson Contribution:
Teresia LaRocque, MCC has been a mentor coach with Erickson College International since January 2006. Teresia originally took The Art and Science of Coaching between 2002 and 2007. Teresia has partnered with Erickson College as their in-house businesses coach and helps Erickson trained coaches build profitable business through the Passion into Profit program: a customized business building program for coaches.

Background:
Teresia has been a life and business coach since 1996 and specializes in helping self-employed professionals increase their bottom line, leverage their time and create extraordinary lives.

A pioneer in the booming profession of coaching, Teresia is the first recipient of the International Coach Federation's Master Coach Credential in Canada and co-founder for the Vancouver International Coach Federation chapter. She worked with Anthony Robbins and Associates from 1994 to 1995 as a coach and trainer. This experience was the catalyst for her to launch her own thriving business in January of 1996. In 1997 TLC Teresia LaRocque coaching and Associates was recognized as one of the top practice builders in North America by renowned success coach Robert B. Alderman, founder of The Full Practice Forum training program. Again in 1997, she was recognized as one of the leading practitioners by Coach University. Teresia is also a graduate of Coach University.

In 2005, she was named as one of the top three finalists of the Canadian Coach of the Year Award. In continued support of the coaching profession Teresia is part the International Coach Federation assessor team for PCC and MCC certification process.

With a natural flair of the entrepreneurial spirit, an unwavering belief in the human potential, and a successful coaching career, Teresia has the ability to understand all aspects of business and what it takes to achieve desired results. Dedicated to insuring the personal and professional success of her clients, her lifestyle and philosophy is based on a firm belief of personal excellence, integrity, balance and living life to the fullest. Teresia currently coaches top entrepreneurs in Canada and is well known for her ability to help them develop very successful businesses and rich and fulfilling personal lives. Committed to walking her talk, Teresia knows what it takes to have a successful business and a richly balanced life.

Professional Qualifications:
- ICF Master Certified Coach
- PCC, MCC Assessor for the International Coach Federation
- Co-founder of the Vancouver International Coach Federation
- Graduate of the Art and Science of Coaching
- Graduate of Coach University
- Graduate of several of Anthony Robbins live programs and a variety of other personal development programs
- Member of the Magic of the Mastermind
- 2005 finalists of the Canadian Coach of the Year Award.
Erickson Contribution:
Heather is part of the Erickson College Faculty, training both in-person and online programs. Her teaching in NA and abroad includes The Art and Science of Coaching, NLP Practitioner & Master Practitioner courses, Erickson’s business courses and short programs including Erickson’s long-standing Experience Coaching (formerly Coaching Forward) and Explore Coaching. She is President of the Solution Focused Coaching Association (SFCA).

Background:
Heather is an ICF Professional Certified Coach and Certified NLP Master Practitioner. In her role as both Erickson International Trainer and coach, she brings a depth of knowledge of the solution focused methods and 4 quadrant thinking to the table. She has worked extensively with coaches to easily expand and fine-tune their coaching awareness. She supports coaches on all fronts—from skill development to building community to business support. She is committed to assisting coaches to deepen their coaching abilities to become the best coach possible. Through her experience and skill she is able to quickly identify what and how to move to the next level of development.

As a private coach, Heather works with businesses and individuals specializing in communication, accelerated change, and addressing immediate and challenging obstacles. She has a deep curiosity of human behaviour and is always open to new discoveries and learning. Heather has travelled to or lived on five continents, enjoying the richness of people. She brings an openness and ease to the mentoring conversation. Prior to discovering coaching, Heather spent over fifteen years in consulting, research, strategic planning, business development and marketing. She has a Degree in Business from MSVU in Halifax, NS and continued studies in Psychology towards a BA at Simon Fraser University in Vancouver, BC. She has ongoing interests in communication, relationships, and a variety of human development areas. Heather has been involved with Erickson since 2002 in a wide range of roles. She’s grateful for the opportunity to contribute to the College's growth and development and continues with various management and training initiatives. Over the past nearly ten years her involvement includes serving as past Operations Manager, coordinating training assistants, program scheduling, onsite coordination, management support, ICF liaison & program submissions, book editing, writing & materials coordination for Dr. Atkinson, among other projects. Heather has been a Regional Organizer for The Art & Science of Coaching for trainings in Los Angeles, CA with her husband Guido Furlani, also an Erickson Trainer. They are currently developing programs for Italy, designing and bringing forward the ACC Mentoring Program for international participants on the Italian front. Heather spends her time between Vancouver and LA.

Professional Qualifications:
- ICF Professional Certified Coach (PCC)
- Erickson Certified Solution Focus Coach
- NLP Master Practitioner; Certified Erickson NLP Trainer
- BCC Board Certified Coach
- Bachelors Degree in Business Management
- BA, Psychology (completing)
- ICF Vancouver Chapter Member, ICF LA Chapter Participant
- President, Solution Focused Coaches Association
Background:
Kim Leischner is a professional trainer, facilitator, coach and entrepreneur. She has more than 20 years of experience in team facilitation, leadership, human development and experiential education. She teaches in-person and online coach training programs for Erickson College International as part of their international trainer team. She is passionate about Erickson College’s programs because of the transformational content in both organizational and individual contexts.

Recent Professional Training, Coaching and Facilitation Experience:
- Trainer, Erickson College International – ICF Accredited Solution Focused Coach Training in USA, France, Bulgaria, Poland, Portugal, Serbia, Estonia & Brazil (2010-present)
- Owner, Director & Lead Coach, Facilitator & Trainer – Kim Leischner Consulting (2009-present)

Education and Credentials:
- International Coach Federation, Professional Certified Coach (PCC)
- International Facilitators Association, Certified Professional Facilitator (IAF)
- Master of Neuro-Linguistic Programming Practitioner, Erickson College (MNLPP)
- Certificate in HR Coaching & Talent Management, Erickson College
- Certified Business Trainer, Erickson College
- The Art & Science of Coaching Certificate
- Standing in Contribution: Trainers Training

Honors:
- Developer of Erickson College’s “High Performance Team Coaching” ACTP Online training Program
- Kim is the founder of a successful training company in Hong Kong (founded in 2002 & sold in 2007). Her current company provides personal growth and professional development programs internationally. Past clients include Swire-Coca Cola, Bonaqua, Lexus Nexus, ING, eBay Hong Kong, EPCOS, Integral Training Ltd., and many others.
- Kim employs a professional, client-centered and outcome-focused approach to all aspects of her work. She uses her knowledge, experience and skills to empower leaders, teams and all people ready to take themselves to the next level.
Tony Husted, PCC  
Seattle, USA  
tony@tonyhusted.com

Erickson Contribution:
Tony has been part of the Erickson College International faculty for over four years. He teaches The Art and Science of Coaching, the NLP Practitioner, and the Master Practitioner courses for Erickson.

Background:
Tony Husted is a Professional Certified Coach with the International Coaching Federation and runs a highly successful international one-on-one coaching practice out of his hometown of Seattle.

Tony's background consists of business development, sales, management, and training. Prior to leaving the corporate sector he planned, built, and managed Fleet and Internet departments for major automobile dealers in the Pacific Northwest, developing a deep understanding of online marketing and sales. He is a professional dance instructor and was the Executive Director of one of the largest ballroom dance studios in Seattle. He also spent eight years learning leadership and personal development in the US Army.

His credentials include an Associate Degree in Technology from Pierce Community College and a Bachelors Degree in Organizational Management with High Honours from Northwest University. He is a Neuro-Linguistic Programming Master Practitioner and Trainer, Certified NLP Coach, Patterns for Renewing Your Mind Practitioner, Erickson Certified Professional Coach, as well as a NLP Health Practitioner, a Leading from Your Strengths Coach, and a Solution-Focused Coach Trainer.

Tony's strength is taking complex and abstract concepts and breaking them into smaller pieces that students can understand, learn, and integrate. His knowledge of real world examples combined with his sense of humour allows students to relax and enjoy the learning process.

Professional Qualifications:
- ICF Professional Certified Coach (PCC)
- Certified NLP Coach
- Bachelors Degree in Organizational Management with High Honours
- Associate Degree in Technology from Pierce Community College