

Marci Moore and Pam Williams

Executive Coaching FAQs

What is coaching?

Coaching is a customized, one-on-one relationship between you and your coach (or coaching team). Your coach will ask you powerful questions that allow you to examine yourself, your career or your leadership, and give you a confidential space to process what you learn. Your coach will listen deeply to what you say, and develop an understanding of your needs, your values, your goals and your dreams. Your coach will offer support, help you align your decision making and your actions with your values and your vision, and will probably push you outside of your comfort zone.

How do I know if coaching is right for me?

You can try coaching for FREE – we offer a one hour call for prospective clients. At the end of that call, we will explain the options for working with us further. If you get value from the coaching and want to continue our relationship together, we will determine the appropriate arrangement based on your needs. There is no obligation to you.

How does coaching work?

Most of our coaching is conducted by phone. That means you can participate from anywhere – your office, your home or on the road. We call you, so there are no long distance fees to worry about. Your coaching arrangement will be customized to meet your needs, but we generally work with our clients for an hour at a time, two to three times per month.

Some clients may wish to have their coach on retainer, allowing them to contact the coach anytime during the month as situations arise, rather than having regularly scheduled calls. We can accommodate those needs.

Each new client receives a two-hour intake call, where we discuss your goals for coaching and the methodology we will use.

In between our scheduled calls, we offer e-mail support as well as brief check in calls.

What is my commitment to the coaching relationship?

We generally ask that clients commit to coaching for at least three months. You are free to end our relationship at any time if you are not receiving value from the coaching. In fact, we offer a money-back guarantee. If you are not completely satisfied with the coaching experience after the first month of coaching, all fees will be refunded, no questions asked.

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Can I work with a coach on a short term project?

Absolutely! Some clients hire a coach to reach a certain goal or to complete a particular project. Many clients continue working with a coach because of the results they are able to obtain.

How much does coaching cost?

Your first coaching session is absolutely free. The fee for ongoing coaching will vary based on your particular arrangement.

Are my coaching calls confidential?

Of course! We will not share personal or proprietary information, give out your name without your consent, or use any of your information for our benefit. Our coaching relationship is confidential unless you choose to tell someone about it. Of course there is no “attorney-client” privilege, so we ask that you not use our coaching relationship as a confessional!

What am I expected to do between coaching sessions?

Together, we will generally determine appropriate fieldwork for the particular challenge or situation you are dealing with. We will probably ask you to stretch farther than you have before. It is up to you whether or not you wish to complete it. We will generally start each call with a brief check-in about the status of your fieldwork.

We also ask that you take extraordinarily good care of yourself while we are working together. Coaching requires energy – physical, emotional and intellectual.

What if I need to reschedule my coaching session?

We understand your demanding schedule; as a result, our coaching availability is flexible enough to accommodate your scheduling needs. We simply ask that you be respectful of our time and let us know as soon as possible when you need to reschedule. We also ask you to take responsibility for rescheduling your appointment.

What are the advantages of having a coaching team?

By hiring a coaching team, you get the benefit of TWO different perspectives for any given situation or challenge. If two heads are better than one, imagine what you can do with two coaches on your team!