

## FAQ for Customers

### **Q: What is “Leading through Crisis” coaching?**

A: This is a special short-term coaching program offered by CoachSource to help leaders navigate through the current health and economic crisis. We offer 6 weeks of intensive coaching by experienced executive coaches who have special expertise in coaching leaders through crisis situations. There are three categories of needs that leaders navigating through crisis typically face:

- **Managing Your Business in a Volatile Uncertain World ...** Strategic Planning and Prioritizing in a VUCA Environment, Agile Decision Making, Pivoting Your Business through Massive Change, Crisis Management, Business Continuity Planning
- **Leading Your Teams through Crisis ...** Leading Remote Teams, Building Trust, Communicating in Uncertain Times, Making Difficult Decisions, Difficult Conversations, Control vs Delegation
- **Managing Yourself while Leading Others through Crisis ...** Overcoming Fear, Managing Your Mindset, Self-Care, Building Resilience and Self-Confidence

### **Q: Can more than one person at my organization buy this package?**

A: Yes, there’s no limit to the number of individuals who can participate from the same organization. Each individual must submit a Coaching Request Form (link will be provided) and payment details.

### **Q: How is my coach selected for me?**

A: The detail you provide in the Coaching Request Form is critical to our matching process. Based on where you want to focus and the problem you are trying to tackle, we select a Crisis Leadership coach by matching your request with their crisis coaching expertise, language spoken, and geographic region.

### **Q: How do I buy and pay for a session?**

A: The process for ordering and paying for the coaching has been streamlined to enable leaders to begin working with a qualified coach within 24-48 hours. Requestors can submit their Coaching Request Form online and pay by credit card or PayPal.

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# FAQ for Customers, cont'd



**Q: How do I know my coach is qualified to help me in a crisis? What experience do they have with my particular issue?**

A: Each of our crisis leadership coaches have demonstrated that they have either specialized in crisis leadership or have significant experience coaching leaders through crisis.

**Q: Can I contact my coach via email/text in between sessions?**

A: Yes, you'll have their contact information and can reach out between sessions.

**Q: Can I extend the coaching beyond the 6-week period?**

A: Yes. These intensive coaching packages are intended to help leaders focus on tackling a specific issue or challenge within six weeks, but sometimes leaders need additional coaching beyond the 6-week period. To renew with your coach, use the online order form to purchase another 6-week package and indicate you want to continue with your current coach.

**Q: Do the sessions ever expire?**

A: Yes. Due to the urgent nature of crisis coaching topics, this program has been designed to be completed in a 6-week timeframe. However, we recognize that some flexibility may be needed, so we allow up to eight weeks to complete the coaching. After that point, any unused sessions will expire.

**Q: Can the sessions be transferred to another person?**

A: No. The coaching sessions must all be used to support the same leader.

**Q: What happens if I am not satisfied with my coach?**

A: If you are not satisfied with your coach, we want to know about it. Please contact your CoachSource account manager or [beth@coachsource.com](mailto:beth@coachsource.com) to discuss it. We will either help solve the issue with your current coach, we will find you a new coach, or we will issue a refund.