

# Coaching Call Transcript

Many people ask us what the coaching process is like, so we offer a sample. This is dialogue from a recent coaching call. Remember that your coaching will be customized for your needs... but this will give you the jist of what our conversations will look like.

C: Coach Mitch: What went smooth with your strategy this week?

A: Well, I goofed and didn't get my complete action plan done. Things got busy and I actually had a touch of the flu over the weekend, so I didn't get it done.

C: Okay, we'll talk about the action plan in a minute. First, what went well? What worked?

A: [Pause] Oh, I implemented the strategy we talked about on the organization of my desk and my files. Instead of coming in Saturday, I just took two hours on Friday and organized my pending account files and follow-up files. I took your suggestions on using my palm ® to organize a follow-up file, so I don't have to worry about forgetting about them. I put in my own twist to organizing the list and how I am going to follow up. I couldn't believe how good it felt to get it done! What I thought was going to take an entire day, took under 2 hours. I feel great! My desk looks organized for the first time in a year! If someone comes to my office, I actually look put together and like I know what I'm doing. Plus, I don't have to worry about forgetting about any of it!

C: How does it feel to know where all of your files are?

A: That feels incredible! I had to find something later and I was able to put my hand right on it!

C: That's awesome! I love how you took the idea... built on it... made it your own and then made it happen! Plus, you know what else is great about that story?

A: What?

C: You did it on Friday, instead of coming in on Saturday. Getting better balance has been a goal. I bet not having to come in on Saturday and being guilt free about it felt good too...

A: That was one of the best parts!

C: Okay, let's get back to the action plan. It sounds like you didn't get as far as you wanted to, but I am sure you took some steps towards getting this done. What have you done so far?

*(continued on next page)*

## Ally Feedback

We know that you know that we know... shameless self-promotion doesn't mean DIDILY unless we are good at what we do... with YOU! But it is still nice for you to be able to see that we have helped others. So here are just a few comments from Allies that we have had the privilege to work with!

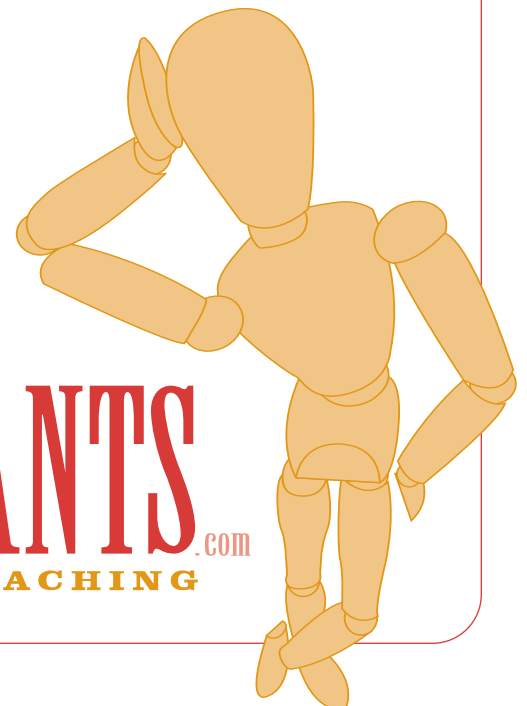
**"In taking my practice and personal life to the next level, my work with Mitch has been both eye opening and refreshing. It takes a non-biased invigorating approach to clear the clutter and achieve more, both personally and professionally. As a coach, Mitch has enthusiastically helped me learn more about myself. He has shown me the process and journey I can embark upon to take control and focus on the things I do best and enjoy most."**

- Ally Teal Anderson  
Principal, The Anderson Group  
Insurance and Financial Services

**"Mitch did a great job of getting me to think outside of my comfort zone. This allowed me to get the focus and drive I needed to move on and accomplish my career/personal goals."**

- Ally Scott Williams  
Pharmaceutical Sales Representative and Entrepreneur

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**PERSONAL COACHING**



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A: Well, you're right. I did get some things done. I read the stuff we talked about and got clearer on my focus area, on my target market and on the daily steps I want to be taking. I just got hung up on getting it written into my daily action plan.

C: Criminy... See, I knew you'd gotten further than you were giving yourself credit for.

A: Yeah, I guess I have.

C: Let's get clear on our steps for this week....

[Next, we take 20 minutes to discuss specific steps for the week. We get very clear on what she is going to do on a daily basis. We also discuss potential obstacles, traps and interruptions. We also talk about additional resources and support systems.]

C: Okay, how do you feel about your goals for this week? Do you get jazzed thinking about them?

A: Yup! I am ready to do it!

C: Awesome! Here's my last question: "How do you want me to hold you accountable this week?" I will say that I think you can get it done and I know you will, but how do you want me to hold you to this? That's a part of my job... you know [laugh].

A: Yeah, and that's what I need help with... BIG TIME! Well, I guess you could make me feel guilty if I don't get it done.

C: Hey, we don't do guilt here. It may work for your Grandma... but we try to avoid it as a strategy!

A: Yeah... I know all about that!

C: Let's see... there are a lot of different things we could do... I'll throw out a few and you tell me what sounds best to you. I could send out daily reminders... you could send daily updates...

A: [Interrupts] Yeah... I could send you a daily e-mail. I will update you with what I have done. I will keep it brief but that will help me to stay focused.

C: Okay. What do you want me to do if I don't receive an update?

A: You will get 'em. If you don't though, just send an e-mail. You won't have to though because just knowing that I have to send you something will force me to get it done! I love it.

C: Sounds good... How do you feel about the week?

A: I feel great. I can't wait to talk on Friday. I will build up this week and lock everything in. Then I can roll out my new marketing plan the following Monday. Thanks!

"Thank you so much for helping me to lift up and appreciate my God-given talents. Mitch, your coaching has resulted in a definite improvement in my life! God bless you!"

- Ally Jim Adams  
Marketing, Market Link

"You were always very positive... You listened really well and you were always looking for points of focus. You helped me to think beyond where I was currently thinking... You saw something in me no one else saw and you helped me build on that."

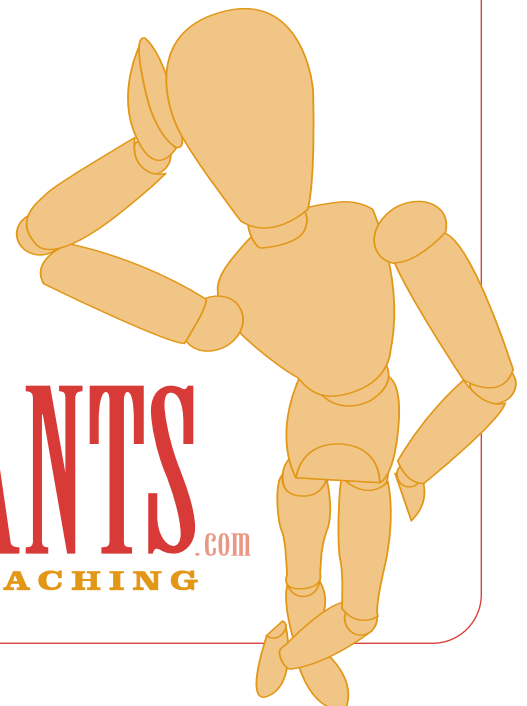
- Ally Mary Ann Hopp  
Stay@Home Mom

"Life coaching helped me by reducing the chaos in my life and finding balance within my key roles (spiritual, emotional, professional, physical, familial, and financial).

- Ally Julie Stone  
Physical Therapist

"I noticed increased efficiency at work, better follow-through, better problem solving, etc., and I am able to delegate better as I will follow-through."

- Ally Denise Behrends  
Out Patient Therapy Manager



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