

## Q & A

### Products and services

#### **Q. -When and where is the course held?**

We have two session sets running, one on the east coast and one on the west coast. Both begin Jan 2018.  
Orange County, CA: Jan.23rd, 24th and 25th /April 24th, 25th, and 26st/July 9th, 10th and 11th  
NYC, NY: Jan 29th, 30th and 31st/April 18th, 19th and 20th/July 16th, 17th and 18th

#### **Q. -What kind of products can I offer my clients with this program?**

In addition to the course we have several highly effective organizers and workbooks that you can give to your clients which we will frequently update you on any changes or innovations in the industry, and provide the tools to implement them.

#### **Q. -Has the program been tested, and does it function and perform as the literature and salesperson says it will?**

Yes, we have spent a lot of time perfecting this program. We teach it to our own staff and tested its effectiveness with our own cliental.

#### **Q.-Can I customize these products for my business?**

Yes, you do have the option to change the artwork and logos on the product to fit your personal branding to some degree.

#### **Q.-What is the company's ability to support the product into the future?**

Coaching is an ongoing process and we update our program as needed

#### **Q.-Will the product require regular service and maintenance?**

We will be regularly maintaining all services we provide and improving methods of service whenever and wherever possible at no additional cost.

### Cost and payment

#### **Q. How much does the program cost? Are there discounts or payment plans?**

The full price for the program is \$6,000, although we periodically have specials; please contact us in regards to this. In addition to this, we offer a discount for additional attendees, for example if you and a coworker attend the course together only one will pay full price the second person is half off. Yes, there are payment plans for both the full and discounted prices.

**Q. Will travel costs be at my own expense?**

Yes, the cost of travel, lodging, and meals will be at your own expense.

**Q. What happens if I start the program but do not finish, will I be refunded a portion of my money or am I able to apply it to future course if I wanted to come back?**

With a three-year cap, yes, you can pick the program back up should you wish to do so, however if you do not want to continue that payment is nonrefundable.

**Other Questions**

**How is completion of the course judged? Is there a test?**

Yes, there will be a written test given at the end of the course that must be taken and passed before receiving your certification.

**What happens is I skip or miss a class?**

You can make up the class you missed in another class, however all classes must be attended to allow for certification.

**What's to stop me creating my own coaching program?**

Nothing, in fact we hope you build a better one, maybe one day you'll be teaching us a thing or two.

**Will I have to sign any confidentially agreements?**

No, but the program and all products related are copyrighted

**Will I have to sign fiduciary/ethical agreements?**

There is no legal fiduciary reasonability, however we strongly believe that there is a moral obligation and we will go into detail about the ethical responsibility of coaching during our course, in addition we do require you to sign an ethical agreement composed by the ICF as a prerequisite to certification.