

Rescheduling

Honor your peer partner and/or coach by making every attempt to hold disruptive rescheduling to a minimum. Your coach will offer the same courtesy to you. Sticking with the schedule will help keep you on track to meet your growth goals.

- Avoid rescheduling whenever possible.
- If you must reschedule, give as much notice as you can – at least 24 hours.
- If you miss an appointment, contact your coach or peer as soon as possible to reschedule. It is *your responsibility* to get back in touch.

Phone Etiquette

The phone guidelines listed below will help keep your coaching running smoothly and work to minimize miscommunication and scheduling hassles.

- Calls are always made by the client to the coach. (This reflects an important coaching value of helping each person take responsibility for his or her own growth.) Call as close to the scheduled time as possible.
- If you do not reach the coach on the first try, or the phone is busy, call back in five minutes. Occasionally the coach will receive an unexpected call right at the time of your appointment.
- Call from a place where you will be undistracted and can have your notes in front of you. Please do not call from your car. Dead spots, intermittent connections and driving distractions are not conducive to a good coaching experience.
- If you have notes to e-mail to your coach, do so **at least** 24 hours before your scheduled appointment to give the coach a chance to review them.

Internet Etiquette

We will have **three webinars** using the ZOOM platform. I believe you will enjoy using it as we can all video and see each other while we talk using the ‘gallery setting.’

VV will be sending e-mails prior to each webinar with the date, time and a hyper-link that you can click on to go directly into the pre-scheduled meeting.

Please avoid background noises. The use of a headset may be helpful.

Review **I-4 (I) Use of Zoom**

Section II OVERVIEW