

Frequently Asked Questions

If you don't find your answer here, please contact us.

Do you offer face-to-face coachings as well as eLearning?

Yes, you can order individual face-to-face coachings, individual coachings per telephone and Skype, or you can join our group webinars or group coachings.

My company isn't going to pay for my coaching at this time. Is there a cheaper way as opposed to paying for my own coaching?

Yes, join one of our groups or webinars. In a group, the costs are distributed among several people making it more affordable for private paying people.

If I'm in a group, how do I get personal attention to my specific situation?

We believe in keeping groups small enough so that every person can speak freely and work on their own specific situations. Excluding our free webinars, we try to keep (paid for) learning groups to within 6-10 people for maximum learning.

What if I don't like the group I'm in or I don't have the feeling I'm learning something which will help me. Do I lose my money?

No. We believe you have to have the feeling of getting value for your money. For your first group experience, you may cancel within the first two sessions and receive your money back, guaranteed, no questions. If you have already completed a course with us and you are totally confident you will get what you want, you can take advantage of our savings plans and sign up for a monthly payment plan or a pay-ahead plan.

What is the difference between coaching and training?

We see training as a place where you can learn something you have never learned before - information, models, theories, techniques, methods, etc. – and you have a place to practice the new things you've learned with a group or with an individual coach. We see coaching as a process whereby one person (the coach) uses techniques like questioning, role play, mind mapping, visioning, problem solving, etc. to help one person (you, the coachee) or many people (in group coaching) to more effectively put into place their own skills and strengths or to see more clearly that which might be standing in the way of success.

I don't feel comfortable speaking about my situation in a group. Do you offer private coachings or trainings for my individual needs?

Yes, it is always just a matter of price. If you have the means, you can purchase private coachings or private trainings. If you want to switch over to groups at any time, you are welcomed to do that.

What about confidentiality?

Coaching is a 100% confidential situation. Before any coaching begins, we will sign a confidentiality agreement with you. You can also show this to your boss or team leader. We are a professional company and used to working under the strictest of confidentiality rules.

We have several people in our company who could benefit. Can we have a group all to our own to work on our individual company situation?

Yes, we offer private group coachings for companies. Each group can have a minimum of 3 and a maximum of 10 people.

What if someone else from my company is in a group and I don't want to be in the same group as that person?

Before the group begins, we check the company name of all group participants. If we find the company name twice in the same group, we ask you before beginning. For webinars, you can also sign in anonymously and also use an avatar instead of being live on video. We also inform you if the group does not have the capability of using an avatar. You may leave any group at any time for any reason.

What about the technical details? Do I need something special to join webinars?

No. At the most, you need a telephone or a computer with a microphone, loudspeakers and a webcam.