

## **Service Levels**

Dominguez Executive Coaching & Leadership Services provides several levels of coaching tailored to fit a client's specific development needs.

Prior to beginning work in any one of the levels, all clients have an exploratory Coaching Chemistry Conversation. In the Coaching Chemistry Conversation, the client and coach converse by Zoom with a view to deciding if they are going to work together. It is so called because the idea is that both parties should feel the relationship can offer the right interpersonal dynamics and 'feel' to create mutual confidence. There is no charge for a Coaching Chemistry Conversation.

### **Service Level - Executive Coaching**

This service level provides clients with a 6-month coaching program that is tailored to their specific development needs. In 1-hour sessions, twice a month, clients are challenged to do a deep self-examination, to seriously consider multiple sources of feedback, to adopt high-impact leadership practices, and to make the personal changes necessary to step up to a whole new level of performance as an executive leader. During these sessions, leaders have the opportunity to clarify their action plan & goals, identify ways to operationalize individual and team learning, and practice their leadership skills. Documents and/or videos to spark conversations are regularly sent to client from coach to ensure new learning continues throughout the engagement.

Components of this level may include:

- 360 assessment with feedback from key stakeholders
- Goal setting and action planning
- Weekly coaching Zoom video calls tailored to the needs of the client

### **Service Level - Short Impact Coaching**

This coaching service level is focused strictly on outcomes that will impact a client's ability to make an impact on the issues that are most important to his or her team. Documents and/or videos to spark conversations are regularly sent to client from coach to ensure new learning continues throughout the engagement

Components of this engagement may include:

- An initial 3-hour session with a client and their supervisor to set objectives and expectations for what success will look like at the conclusion of the engagement
- Feedback assessment specifically tailored to address impact on issue

- Monthly 1-hour coaching sessions over a 6 to 9 month duration
- 1-hour quarterly check in sessions with client and their supervisor throughout the engagement to identify how they plan to implement their learning into their day-to-day work and transform their new skills into habits
- Quarterly progress reports on progress in achievement of objectives and expectations

### **Service Level - Coaching Circles**

This coaching service level is intended to create a peer support network and build a culture of practice that helps clients implement their learning into their day-to-day work and transform their new skills into habits in a manner that builds trust, resilience and community. These sessions are tailored for participants to engage in coach-like conversations with each other in which they encourage and challenge each other to keep their commitments and identify ways to better tackle priorities and challenges in a strategic manner.

Components of this engagement include:

- A series of two to six 90-minute Coaching Circles led by a PCC Certified Coach
- Pre-read documents and/or videos to spark conversations and ensure new learning continues throughout the process.

### **Confidentially Policy**

**The Coach agrees to keep all conversations and information with the Client private and confidential, as allowable by law. No personal information will be shared with anyone without the Client's express permission. Exceptions may be made if there is an imminent threat of serious injury to oneself or someone else.**