



I G G Y W O R L D W I D E

PEAK PERFORMANCE & PERSONAL DEVELOPMENT TRAINING

Frequently ask questions

What is the difference between Peak Performance coaching, consulting and training?

The following description seeks to make a distinction between the well-used terms above. However, in doing so, we acknowledge that the reality is often not quite so clear-cut. It is for example entirely possible to be in the realm of all three activities within one individual session. The important thing is that the person providing the coaching, consulting or training service is aware of the benefit they are providing for the client and is ethical in their delivery of that benefit.

Peak Performance Coaching

Coaches use a specialized conversation to work with clients to identify goals, changes or shifts and then ask powerful questions to move the client closer to their target. Although many coaches are specialists in their chosen niche and can sometimes provide information and direction, they prefer the client to identify and find solutions themselves.

Coaching normally takes place over an extended period of time, anywhere from 3 months to 2 years. Many coaches conduct their sessions over the phone, a common structure is a call a week between coach and client. This structure does two things:

- 1. It allows the client to integrate the coaching into their (often busy) schedules with no need for a drive in traffic**
- 2. It provides a structure for accountability.**

Accountability is a prominent feature of coaching. For some reason as human beings we are more likely to complete a task if we are accountable to someone else. A coach will keep their clients accountable for what they say they want to do.

Consulting

Consultants are experts in their chosen area of specialty and are called upon because of that expertise. Consultants are often used to solve problems or find solutions for their clients. In many cases consultants perform core functions of a company or organization as outsourced subcontractors. Consulting can be very short term, as little as a day or a couple of hours, or in the case of a subcontractor, it can be very long term - up to 5 years.

Training

Trainers aim to pass on knowledge or skill to their students within a set of desired learning outcomes, and although in some cases these can be designed by the learner, most often it is industry who design the learning outcomes. So for example the retail industry training body will identify the competencies required to work in retail. Together with training bodies they will design learning outcomes. Training providers will then design curriculum.

How would coaching benefit our organization?

Coaching creates positive, lasting change. It breaks down problems and encourages resolution. Coaching helps people to become engaged and aligned with an organization's vision. It gives them the tools to develop themselves and a safe environment in which to practice. No other method of training takes the individual's background, strengths, fears, aspirations and other complexities into account. By paying attention to these factors, the new ideas offer personal relevance. The change becomes important on a person-by-person basis. That's why it works.

Our company is running pretty well. Would we benefit from coaching?

Absolutely! Most savvy organizations develop a coaching program to prevent problems and to enhance performance. Because coaching is one-on-one, it keeps everyone on track in a very dynamic way. And what organization wouldn't benefit from having its employees more developed, enhanced and satisfied?

Are sessions confidential?

In general, all communications between a client and Peak Performance coach are confidential. No information is disclosed without prior written permission from the client.

However, there are some exceptions required by law to this rule. Exceptions include:

- Suspected child abuse or dependant adult/elder abuse. The therapist is required to report cases to th appropriate authorities immediately.
- If a client is threatening serious bodily harm to another person. The therapist is required to notify the police.
- If a client intends to harm himself or herself. The therapist will make every effort to work with the individual to ensure his/her safety.
- However, if an individual does not cooperate, additional measures may need to be taken.