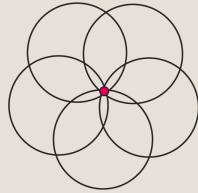




# CREATE CLEAR Change™ Coach Training Certification

**Level 2**





# WELCOME!

Thank you for your interest in ShadowLight's Level 2 CREATE CLEAR Change™ (CCC) Coach Training. This training will support you to learn, apply, and experience methodologies that are built on principles derived from the fields of leadership, change, learning, psychology, and neuroscience.

Our ICF Level 2 Accredited Program was developed to help you become a Certified Coach who partners with others for whole person change, improved relationships, stronger communication, more effective team performance, improved decision making, and greater success for individual, team and organizational change efforts.



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# HOW WE ARE DIFFERENT.

The CREATE CLEAR Change™ Coach designation stands unique as a multi-disciplined approach to coaching for transformation and sustained change. You'll learn to support individuals through a change framework that is built on principles derived from the fields of leadership, change, learning, psychology, and neuroscience.

Becoming an ICF Professional Certified coach you'll support experiences that allow for deep connection, measurable outcomes, enhanced self-knowledge systemic awareness, and a reliable system of accountability for action, growth, and transformation.

ShadowLight Global's CREATE CLEAR Change™ coaching model is anchored in the framework of Whole Person intelligence™, an embodied and trauma-informed approach to coaching. Through our proprietary process, you will use a consistent methodology of discovery that safely supports an individual to move from where they are now to where they want to be.

CREATE CLEAR Change™ coaching recognizes individual choice and respects a client's unique Whole Person intelligence™."

Lisa Strogal, MCC, CEO  
ShadowLight Global



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# CREATE CLEAR CHANGE™ (CCC) COACH TRAINING: LEVEL 2

The Level 2 CREATE CLEAR Change™ Coach Training will prepare participants to coach at the individual and leadership levels.

## **Individuals who enrol in the Level 2 training:**

- Want to bring coaching skills to the forefront of their career either in an organization or as a solopreneur
- Have a desire to fully integrate a coach approach into their existing expertise
- Wish to deepen their existing coaching skills with trauma-informed, whole-person practice
- Are looking for Professional Accreditation – Associate Certified Coach (ACC) Level Certification or (PCC) Professional Certified Coach
- Are motivated to expand their leadership skills and coach individuals on their team by creating stronger relationships and facilitating positive change within an organization.

## **Participants who complete this program can expect to:**

- Feel confident to coach at a Professional level a variety of individuals for goals, accountability, and clarity
- Apply coaching skills in a corporate role to enhance engagement, and ultimately drive higher levels of performance and productivity
- Utilize our proprietary CREATE CLEAR Change™ model to facilitate change
- Articulate the value of coaching in their field of choice
- Experience increased self awareness, personal leadership, and communication skills

## **Participants who complete this program can leave with:**

- A minimum of 100 hours of self-driven coaching practice and 140 learning hours – synchronous & asynchronous
- The CREATE CLEAR Change™ Coach designation & Skills Certificate from ShadowLight
- With all requirements met and achieved, the opportunity to certify at the ACC or PCC Level with the International Coaching Federation (ICF)
- See FAQ for full details

# WHAT TO EXPECT.



- Over 110 hours of LIVE virtual training from masterful ICF certified Coaches
- 19 hours of coach support - one on one, group, observed, learning journey and coach supervision
- Specific feedback and learning from your assigned, one-on-one Mentor Coach (PCC/MCC)
- All resources in a one-stop, online learning portal
- Thrive in a highly responsive and supportive learning community
- Understand, experience, and use proprietary ShadowLight methodologies
- Readiness to use your skills and coach in support of your ICF PCC or ACC designation while you master all the required ICF core competencies for certification

# WHAT OUR LEARNERS HAVE IN COMMON.

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## TO BE IN SERVICE.

Our learners recognize they have an intrinsic motivation to help and support others. Their mindset and day to day approach focuses on contributing to the needs, growth, and interests of others.

## AWARENESS OF THEIR ENTIRE SELF.

After experiencing this Program, individuals learned to trust the wisdom of their Whole Person Intelligence™ - physical, mental, emotional, social and spiritual aspects for themselves. Through this awareness, they welcome the connection of embodied presence using the skills of CREATE CLEAR Change™ listening and intuition.

## COMMITMENT TO A LEARNING MINDSET.

Our participants understand the benefits and embrace the CREATE CLEAR Change™ methodology in all aspects of their own life. Embracing this way of being ensures a compassionate learning journey that is self-authored for sustained change in their own transformation to becoming a coach.





# MODULES EXPLORED.

WELCOME & LAUNCH

## **PROGRAM OVERVIEW**

Program Overview  
Key Methodologies  
Expectations & Agreements  
Mindset & Feedback  
Meet the Mentor Coaches

MODULE 1

## **CLEAR CHANGE™ COACHING**

CREATE CLEAR Change™ Coach Model  
Coaching Demo & Practice  
ICF Ethics & Confidentiality  
ICF Coaching Competencies

MODULE 2

## **LISTENING, WPI™, NEUROSCIENCE & INTUITION**

CREATE CLEAR Change™ Listening Model  
WPI™ Model  
DEIJB  
Listening to Self  
CLEAR Intuition™  
Ladder of Inference  
Neuroscience

MODULE 3

## **LEARNING & CHANGE**

Foundation of Learning & Change  
Capacity for Change  
Transitions and the 4-Self Formula™

# MODULES EXPLORED.

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## MODULE 4

### **INFORMED PRACTICE**

CREATE CLEAR Change™ and Embodied Coaching  
Safety

Trauma-Informed

Mental Health Awareness

Coaching in Scope

Roles & Boundaries

## MODULE 5

### **DEEP DIVE**

Measurement & Evaluative Impact

Coaching Tools

Evaluation Preparation

Coaching Supervision

Program Review

### **COMPLETION**

Evaluation

Reflection

CELEBRATION!



# FACULTY.

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## **CEO & FOUNDER, ShadowLight Global & CCCT™: Lisa Strogal, MCC, MBA, RYT**



As CEO and Founder of ShadowLight Consulting Inc., Lisa Strogal is part of the 4% of ICF Master Certified Coaches worldwide. This expertise blends with over 20 years of leadership and consulting experience at a variety of Fortune 100 companies. She thrived in corporate leadership positions, ranging from the C-suite to the front-line.

Lisa blends her diverse background and knowledge for leaders, teams, and individuals to support Whole Person Intelligence™ for those who are willing to explore and challenge outdated paradigms, belief structures, and assumptions.

Doing the work at the subconscious level, her clients quickly build the competence and necessary awareness required to support goal achievement while integrating change at the conscious level. Her approach to life resonates through her calm, witty, and meaningful interactions.

## **FACILITATOR & COACH: Martha Sales, BA, CEC, PCC**



Martha supports individuals to drive intentional results. She fosters clear understanding on pivotal issues. Her coaching evokes change and propels leaders to act more intentionally: to work by design, not by default.

To her coaching and facilitation Martha brings a strong complement of skills and her enthusiasm. Martha holds a Graduate Certificate in Executive Coaching from Royal Roads University (CEC), Advanced Coaching Skills in Team Coaching, PCC Credential from the International Coaching Federation (with hours for MCC Credential), a Certificate in Human Resources from Ryerson University, and a B.A. from Queen's University.

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## Guest Facilitator

### Dave Jennings, President Learnable Solutions

Dave Jennings is the #1 WSJ Best-selling author of *The Pit of Success: How Leaders Adapt, Succeed, and Repeat* and the President of Learnable Solutions. He has coached and trained leaders at a Shark Tank winner, starts ups, non-profits, government, and Fortune 500s (including Microsoft, Salesforce, Hewlett-Packard, & Intel).

Dave has also provided articles and commentary for *The Washington Post*, *Forbes*, *Thestreet.com*, and *CEO World*. He is an adjunct instructor with University of North Carolina Executive Development Program. Dave's doctoral research assessed change resilience. Dave loves skiing, mountain biking, motorcycling, and playing music with friends.



## Guest Facilitator

### Dr. Tony Daloisio, Ph.D Org. Psychology

Dr. Tony Daloisio was trained as an organizational psychologist and has practiced in that field for over thirty years. His work with them has incorporated strategic planning and implementation, change management, team development, executive coaching, and executive education.

He was instrumental in developing McKinsey's change management in the early 2000s. Following, he forged a partnership with the late Dr. Stephen R. Covey, author of the blockbuster New York Times bestseller *The Seven Habits of Highly Effective People*, and then his son, Stephen M. R. Covey.

Together they developed a consulting practice Principle Centered Leadership and teach *The 7 Habits* course around the world.

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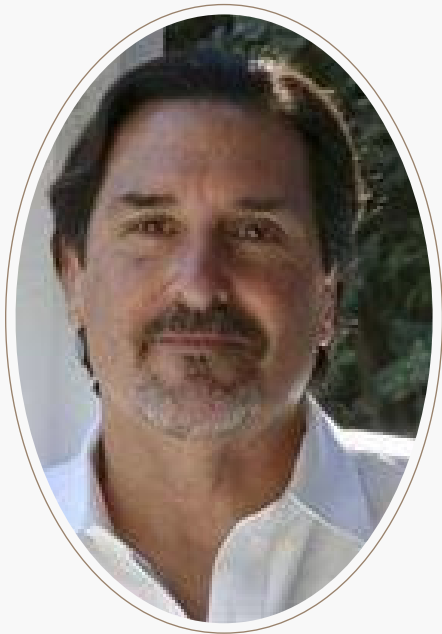


## Guest Facilitator

### Nancy Forrester, MBA, B.Ed., B.Sc.

Nancy enjoys herself as an international speaker, award winning entrepreneur and coach/therapist trainer. As an academic and psychotherapist, she founded an Institute to train and certify coaches and therapists in Conscious EFT™, a holistic framework facilitating post trauma growth without attending directly to trauma experiences. Conscious EFT integrates the approaches of western psychology and coaching with current neuroscience research; all held sacredly within a deep and respectful container of ancient eastern energy wisdom.

Nancy's presentations are renowned for their high value, playfulness and profound impact as she shares her passion to help the therapy and coaching fields evolve from an outdated and limited intellectual paradigm to one where practitioners use the entirety of human experience to maximize their service to their clients and to our world.



## Guest Facilitator

### Michael Foster

Michael Foster is founder and chairman at the Institute for Organizational Science and Mindfulness (IOSM) and founder, past chairman and CEO at the Human Capital Institute (HCI), Kendall-Jackson Capture Wines, ADP-AIRS Recruitment and TRW-RRC Information Systems .

The Institute for Organizational Mindfulness (IOM) is an exciting new association of scientists, academics and executives, who share a mission to bring science-based mindfulness into the mainstream of business, education, health care and government.

Over a 40-year career, Michael has served in executive roles in early-stage and public companies, and has grown and harvested successful organizations in information services, corporate education and luxury wines. To date, four of his greenfield startups have been acquired or merged upstream into the Fortune 100-500.

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# LEARNING JOURNEY.

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## SCHEDULING AT A GLANCE

- Welcome (Asynchronous) - October 23 - November 1
- Launch - Key Methodologies - November 2-3 (8-5 MDT)
- Module 1 - CREATE CLEAR Change™ Coaching - November 9-10; 16-17 (8-5 MDT)
- Group Mentor Coaching - November 29th (5-7pm MDT)
- Module 2 - Listening, WPI™, Neuroscience November 30-December 1 (8-5 MDT)
- Learning Journey Support - December 7 (5-6 MDT)
- Group Mentor Coaching - December 14th (5-7pm MDT)
- Group Mentor Coaching - January 9th (5-7pm MDT)
- Module 3 - Learning and Change - January 11-12 (8-5 MDT)
- Group Mentor Coaching - February 14th (5-7pm MDT)
- Module 4 - Informed Practice - February 15-16 (8-5 MDT)
- Module 5 - Deep Dive - March 14-15 (8-5 MDT)
- Embody a Coaching Mindset - May 9 (5-7pm MDT)



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# SUCCESSFUL COMPLETION

At the end of this all-inclusive Program\*, you can be a CREATE CLEAR Change™ Coach. To achieve this designation, you will have completed all course work and passed a Performance Evaluation at the PCC level.

- 140 hours of Synchronous and Asynchronous Learning Time
- 12 hours of Group Mentor and Individual Mentor Coaching Hours
- 6 sessions of Observed Coaching - 4 written / 2 verbal
- A minimum of 100 hours that meet the ICF eligible coaching hours\*
- Successfully qualified at the International Coaching Federation Level 2 Performance Evaluation Level (PCC)\*.

\*The opportunity to apply for certification at the ACC or PCC Level with the International Coaching Federation (ICF) is dependent on coaching hours and performance evaluation results.

At ShadowLight Global, it's our mission to ensure you are prepared and ready to embrace a new way of being as a CREATE CLEAR Change™ coach. Our training

leads the way with a commitment to more learning time, additional one-on-one mentor coaching hours and individual learning journey support.

We are dedicated to ensuring your success by providing you the support needed to have a sustained, positive, CREATE CLEAR Change™ learning outcome.



# ENROLMENT

You've decided this training is for you! Here are the steps for admission:

1. Contact [coaching@shadowlightglobal.com](mailto:coaching@shadowlightglobal.com) for an enrolment application.
2. After we receive your application, we will contact you to schedule a 30 minute conversation to get to know you better and ensure we are the right fit for your coach training needs.
3. Upon your acceptance, your welcome email will include payment options.

Program Cost:

\$10,985 CAD+GST (\$8100 USD)

## Payment Options:

**Option #1 - Full payment due at admission.**

**Option #2 - 50% Due at admission**

**Balance: Due 2 weeks or earlier prior to the Program start.**

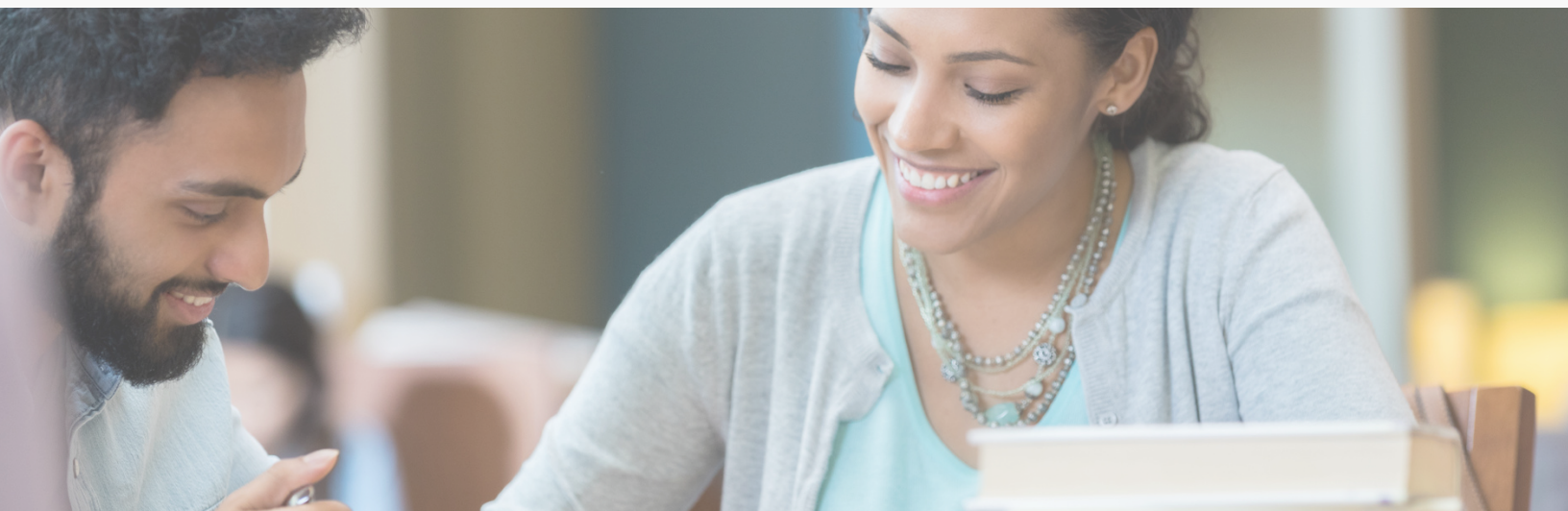
ShadowLight Consulting  
Canada Inc.

\$10,985.00



PayPal

Scan. Pay. Go.

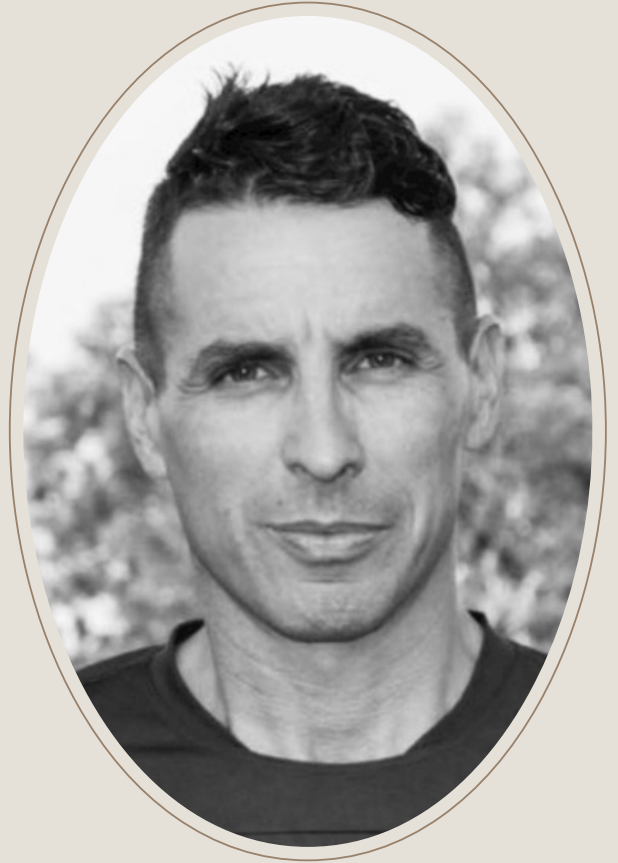


# WHY CREATE CLEAR CHANGE™ COACH TRAINING

## FILIPE DOS SANTOS

Academic Strategy Services - Learning Disabilities  
Association of Saskatchewan

“The CREATE CLEAR Change™ Coach Training Program has been extremely beneficial to our staff of ADHD coaches. Over the course of the program, I have watched our coaches grow in confidence and coaching skills, resulting in improved outcomes for our clients. As a leader, it has been extremely rewarding to participate in the program with my team and explore learning topics in conversations between sessions. CREATE CLEAR Change™ coaching has supported us in our efforts to implement a holistic approach to individual growth and client services.”



## ROBIN JONES, LMT, HHC

Emotional Breakthrough Founder, Consultant,  
& CREATE CLEAR Change™ Coach

“The CREATE CLEAR Change Coach Training has been a game-changer. As a seasoned coach for the past 13 years, my hope coming into this program was to learn more coaching tools and coaching frameworks/principles to enhance my practice. Little did I know that within the first month I would get my money's worth and learn a framework that I feel has been missing in the coaching world! Not only are we learning the ethics and competencies from the ICF, but exposed to a variety of expert guests and valuable feedback. The professionalism is next level. I'm grateful my ego listened to my heart on this one - my coaching will never be the same.”



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# QUESTIONS?

## GENERAL PROGRAM:

### What is the time commitment and structure for the Program?

This course is designed at the Masters Level with a total of 140 hours. The learning is synchronous and asynchronous.

- **Learning** - 7 blocks of 2 days (8-5 MDT) of synchronous virtual learning and learning journey support. Please see Learning Journey for specific dates and times. Within the total hours, plan for expect an average of 3-4 hours of asynchronous learning/module.
- **Practicing**- Mentor coaching and observed coaching included in training hours.
- **Self-Directed Application** - 100 coaching hours are not included in the course hours but must be completed to obtain an ICF credential and the designation of CREATE CLEAR Change™ Coach. Participants should plan to set aside additional time to find, schedule, and coach clients.

To provide participants with a broad range of support and learning opportunities, the Level 2 CREATE CLEAR Change™ Coach Training (CCCT) utilizes a learning structure of Triads and a Cohort.

1. **Triad** is a learning group of three that is participant led and provides practice, support, and accountability.
2. **Cohort** is a learning group. This is the small “classroom” that will meet for each module. This group will be led by 2 facilitators who support and guide learning application and experience.

### What is the work commitment of the program?

Each student will have their own working/study style. The program is designed to give you the depth and experience needed to become a well-trained coach while also working within your busy schedule. As with any program of this nature, you will get out of it what you put into it.



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# QUESTIONS?

## **GENERAL:**

### **How do I best prepare for the training?**

Once you have been accepted into the training, we suggest the following preparation:

- Calendar your course time and have a plan to set aside time for class, asynchronous learning, and coaching sessions each week.
- Obtain a journal to record your personal discoveries that arise throughout the course (a participant workbook will be provided for each module).
- RSVP to synchronous learning on the events page of the learning platform.
- Spend time on the ICF website learning about the Core Competencies and ethics.
- Consider what you will do to support your whole person during this time.
- Begin to consider how you might get coaching clients to support your 100 hours of applied learning.

### **What is the CREATE CLEAR Change™ Coach Training education philosophy?**

Transformation occurs when approached from the outside-in (adult-learning design principles, experientially-based developmental process for individual/pod/cohort and is delivered in an inclusive, psychologically safe way) and the inside-out (explores and transforms personal paradigms/beliefs and there's room and time for discovery and application).

We believe in a learning design that favours experience and practice in a space of trust and safety.

### **What is your mission and vision for being a coach educator provider?**

We vision a world where coaches discover and trust their unique Whole Person Intelligence™ to enable self-authorship - both personally and professionally.

Our mission delivers an innovative coach education that connects the coach with their WPI™ in a safe and trusted environment.

### **What are the dates and locations?**

The 2023 Cohort will begin in October 2023 - see the Learning Journey page for full timing. All training is held virtually.

### **What language is the training offered in?**

Currently English is the only language.

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# QUESTIONS?

## **GENERAL:**

### **What is your Complaint or Grievance Policy?**

We want you to be fully satisfied with your experience, and we hold you fully capable of advocating for yourself. If you have a complaint or grievance, we encourage you to initiate a conversation to clarify, support, and/or resolve the concern with your facilitator, mentor coach, and/or cohort member. If you have a concern with ShadowLight or the program overall, please reach out to our CEO [lisa.strogal@shadowlightglobal.com](mailto:lisa.strogal@shadowlightglobal.com).

### **What is your Ethics, Integrity, and Transparency Statement?**

ShadowLight owners, employees, and contractors abide by the ICF Code of Ethics, and strive for integrity personally and professionally. We are open, honest, and straightforward in all of our communications, FAQs, pricing, and policies. We recognize our humanness, and welcome feedback. In the event that concerns arise, please reach out to [coaching@shadowlightglobal.com](mailto:coaching@shadowlightglobal.com)

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# QUESTIONS?

## GENERAL:

### **What am I agreeing to if I enrol in this course? In other words, what is the participant enrolment agreement?**

We vision a world where coaches discover and trust their unique Whole Person Intelligence™ to enable self-authorship – both personally and professionally. Our goal is to combine industry-standard best practices with whole person learning and change to provide coaching education that connects the coach with their own, unique WPI™. We align with the ICF Core Competencies and Code of Ethics and seek to be a contributing partner in this best-in-class coaching community.

At ShadowLight our intention is to create an inclusive learning environment that acknowledges, respects and honours the uniqueness of the Whole Person intelligence™ (mental, emotional, physical, spiritual, and social layers of self). As part of the ICF community, we ascribe to the core values of integrity, excellence, collaboration and respect. To realize the full potential of the CREATE CLEAR Change™ Coach Training, a safe, trusting, non-judgmental container must be created.

In this learning relationship, you are agreeing to the following terms:

1. I am committed to abiding by the ICF code of ethics and will keep coach learning conversations private and confidential.
2. I am committed to the time and effort required to complete this course and attend all learning sessions. I plan to complete the program, the accompanying assignments, and complete the coaching hours required for ACCC, PCCC or CCC certific sessions. I plan
3. I understand and agree that I am fully responsible for my physical, mental, emotional, social, and spiritual well-being during this program, including my choices and decisions. I am open to the learning process and am committed to being an active participant. I will reach out to mentor coaches and/or facilitators as needed.

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# QUESTIONS?

## GENERAL:

4. ShadowLight assumes no management responsibility for my personal, coaching and/or business decisions or for policies or practices that I implement. Accordingly, ShadowLight will be indemnified and held harmless from any claims, demands, causes of action or litigation including, but not limited to, all costs and reasonable attorneys' fees, which may arise or be incurred by reason of the services performed by ShadowLight or participants who have or do attend its programs or carry its certifications.

5. I understand that I am expected to attend all of the sessions in order to obtain the coaching skills certificate, a CREATE CLEAR Change™ Coach or Associate CREATE CLEAR Change™ Coach designation, and to receive ICF accredited coach training hours. In the event that I miss a session, I can contact the facilitator, watch the recording and submit the assignment to the facilitator. If I need to miss more than 3 sessions, I may be asked to delay learning until it is a good fit for my schedule.

6. I understand that I am expected to attend all group mentor coaching sessions in order to complete my certification hours and add to the community of learning. If I must miss a session, I will contact the facilitator. My certification may be delayed if I miss a group mentor coaching session.

7. I understand that the synchronous sessions may be recorded. I understand that some of my coaching sessions will be recorded as part of mentor and observed coaching as well as for any necessary ICF accreditation or audit needs. I agree to these recordings as part of the certification program.

8. I understand that I am committing to my learning as well as the community experience. I will hold others in full esteem. ShadowLight has the right to defer learning and/or ask me to leave the training as it deems needful.

9. I agree to have my email shared with specific third-party vendors who provide the personality assessment I may take as part of this course.

10. I understand that this program is accredited by the International Coaching Federation (ICF).

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# QUESTIONS?

## GENERAL:

11. Upon successful completion of the training, I can expect to be awarded a ShadowLight coaching skills certificate. In addition, I may be awarded the designation of Associate CREATE CLEAR Change™ Coach or CREATE CLEAR Change™ Coach depending on my coaching hours and performance evaluation results.
12. I understand the dates for this program and that all training is held virtually.
13. I understand that this program is offered in English only.
14. I understand that unless other agreements have been made, all tuition must be paid 2 weeks prior to the start of the program. I understand that ICF credentialing is separate and the cost of ICF credentialing is NOT included in the cost of the program.
15. I understand that once I am accepted into the training, I may cancel before the start of the program and my tuition is fully refundable minus a \$300 (USD) administration fee. Once the Program has begun, ShadowLight does not refund tuition, but can work with you to postpone learning to a more suitable time.
16. Students who wish to transfer hours from another ICF Accredited Level 2 Coach Training can expect the following:
  - Meet with a ShadowLight advisor to determine the appropriate number of hours that may be recognized in alignment with the CCCTP Level 2 training.
  - Student is responsible to provide a confirmation letter from the other ICF Accredited Coach Training Program that details the student's completed hours and curriculum completed.
  - Upon assessment of completed hours, student must register and pay the required cost difference as determined by a ShadowLight advisor as well as attend the ShadowLight CCCT Level 1 & 2 modules that will educate the student on the required proprietary methodologies that are the foundation of the training.
  - The ShadowLight advisor will determine the appropriate course entry for the student.

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# QUESTIONS?

## **APPLICATION, ENROLLMENT, & ATTENDANCE:**

### **Why do I have to apply?**

ShadowLight is committed to your success in this training. We want to ensure you are ready for the rigours of group learning and personal growth that comes through this.

During this discussion, you will also have an opportunity to make sure we are the right fit for you and your needs!

### **What is involved in the application?**

Complete the application form. Next, you schedule a 30 minute zoom call with an enrolment team member for your admissions interview. This can be scheduled via the application form. The last day to receive an application is two weeks prior to the start of the Program.

### **What is the payment process?**

The Program cost is \$8100 (USD) or \$10,985 (CAD). After you've been approved for the Program, here is the payment schedule:

Option 1: Full payment due at admission

Option 2: 50% of tuition is due at admission with the balance due two weeks prior to the start of the Program

Any tuition options must be received two weeks prior to the start.

Please note: The ICF credential is separate and the cost of certification is NOT included in the cost of the program.

### **What is your Payment/Fees Policy?**

ShadowLight Global has a secure payment portal partnership with PayPal and it is set up to take fees from major credit cards. However, participants may contact us to pay via cheque, QuickBooks invoicing, or electronic transfer.

Payment schedule includes the first payment: 50% due at the time of admission and second payment due at least two weeks prior to program start, unless otherwise agreed to with ShadowLight and the specific participant.

Additional payment options include an individualized no interest monthly payment until the cost is covered prior to the start of the program. This may vary in amount, depending on the date of enrolment. It is expected that participants will have paid in 2 weeks before the program begins. Participants may contact [coaching@shadowlightglobal.com](mailto:coaching@shadowlightglobal.com) for payment options not listed on the registration form.

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# QUESTIONS?

## **APPLICATION, ENROLLMENT, & ATTENDANCE:**

What is the refund policy?

Once you are enrolled, you may cancel up to 1 week before the start and your tuition is fully refundable minus a \$300 (USD) administration fee. After the training has started we do not refund tuition, but can work with you to postpone learning to a more suitable time. ShadowLight does not guarantee a “next” cohort. In these cases, tuition credit may be used for coaching services.

What is your Partial Completion Policy?

We desire to partner with participants to support a successful learning journey. If a participant is unable to complete their current course for medical or other emergencies, they can enrol in the next offered cohort . If a participant wishes to delay learning for other reasons, they are free to enrol in the next cohort for an additional administrative cost of \$300(USD).

To ensure a positive and safe learning experience for all, participants are expected to resume learning at the beginning of the next course offering. If participants wish to repeat mentor coaching sessions (they have already completed in their first experience), they will be expected to pay an additional fee to cover the mentor coaching cost. In the event that the performance evaluation is all that remains, participants can work with ShadowLight to schedule another evaluation time. Once the course has started, ShadowLight does not offer tuition refunds.

If a participant chooses not to complete the training, ShadowLight will not provide a partial certificate of completion, but would provide a letter of verification that details the curriculum content completed, associated hours, and any other relevant hours such as one on one mentor coaching. In order to receive a certificate of completion, the program must be completed in its entirety.

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# QUESTIONS?

## **APPLICATION, ENROLLMENT, & ATTENDANCE – con't:**

### **What is the illness policy?**

In the case of a medical or other emergency, please contact us to discuss how we might support you. In the event that you miss a session for illness or other reasons, you can contact the facilitator, watch the class recording and submit any assignment to the facilitator. If you need to miss more than 3 sessions, you may be asked to delay learning until timing is a good fit. Once the course has started, ShadowLight does not offer tuition refunds.

Due to the difficulty in replicating a group mentor coaching session, you will be responsible for paying an additional fee to receive a make-up individual mentoring session for group mentor coaching that is missed (\$300USD) and it will be the participant's responsibility to bring a client.

If a participant is unable to complete their current course for medical or other emergencies, they can enrol in the next offered cohort.\* For participants who wish to resume learning, to ensure a positive and safe learning experience for all, specific needs will be reviewed on an individual basis.

\*ShadowLight does not guarantee a "next" cohort. In these cases, tuition credit may be used for coaching services.

### **What if I miss a class?**

We understand that life is always happening. If you must miss a class, please reach out. We will work with you to make up a session. If you need to miss multiple sessions, we can assess how much you'll miss and perhaps move your learning to a better time. Another aspect of missing classes means you may miss mentor feedback. CCCT™ is the all-inclusive program in that Group and Individual Mentor Coaching sessions are part of offering and have been carefully added to the schedule to meet ICF requirements. Due to the difficulty of replicating a Group Mentor Coaching Session, you will be responsible to pay an additional fee of \$300(USD) to cover the cost of an individual mentor coaching session should you need to miss a Group Mentor Coaching session.



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# QUESTIONS?

## **APPLICATION, ENROLLMENT, & ATTENDANCE – con't:**

### **I want to participate but do not have internet access, can I call in to the synchronous learning sessions?**

The synchronous learning sessions are held via Zoom. Our synchronous and asynchronous learning can not be accessed via the phone. You will want to have camera access, as we will use learning approaches that require camera use.

### **Will there be tests throughout the course?**

We will provide opportunities for reflection as well as assignments that advance learning. We do not have traditional 'tests' that will be graded throughout the course. At the end of the course, you will have a performance evaluation as part of your certification requirements.

## **CERTIFICATION & COMPLETION:**

### **What certificates/certification/designations can I get from this course?**

Participants who complete the Level 2 CREATE CLEAR Change™ Coaching Training Program will have the opportunity to qualify for the following certificates:

- CREATE CLEAR Change™ Coaching Skills Certificate: Completion of the course. No designation associated with this completion.
- CREATE CLEAR Change™ Coach (CCC): Completion of the course, minimum of 100 coaching hours, performance evaluation at the ICF PCC level. This will enable you to use ShadowLight's CCC designation as a form of recognition behind your name. e.g. First Name, Last Name, CCC (CREATE CLEAR Change™ Coach)
- ICF ACC Level Coach: Completion of the course, 100 coaching hours, performance evaluation at the ACC level, ICF application and testing. \*ICF credentials must be obtained through the International Coaching Federation (ICF). e.g. First Name, Last Name, ACC, but not a CCC - (CREATE CLEAR Change Coach)
- ICF PCC Level Coach: Completion of the course, 500 coaching hours, performance evaluation at the PCC level, ICF application. and testing \*ICF credentials must be obtained through the International Coaching Federation (ICF) e.g. First Name, Last Name, PCC and CCC (CREATE CLEAR Change Coach)

\*Further information can be found on the ICF website: [www.coachingfederation.org](http://www.coachingfederation.org)

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# QUESTIONS?

## **CERTIFICATION & COMPLETION – con't:**

### **Do I have to certify with ICF?**

You are not required to certify with ICF. However, our course intention is to have you well prepared, should you desire the certification.

### **Does ShadowLight help me find employment once the course is over?**

ShadowLight is not involved in job placement, nor do we guarantee work. However, participants will have great opportunities for networking with each other!

### **What is mentor coaching?**

The ICF defines mentor coaching as “coaching and feedback in a collaborative, appreciative and dialogued process based on an observed or recorded coaching session to increase the coach’s capability in coaching, in alignment with the ICF Core Competencies.

Mentoring provides professional assistance in achieving and demonstrating the levels of coaching competency and capability demanded by the desired credential level. Mentor Coaching should take place over an extended time (three-month minimum) in a cycle that allows for listening and feedback from the Mentor Coach while also allowing reflection and practice on the part of the individual being mentored.” In alignment with ICF’s standard, CREATE CLEAR Change™ Coach Training mentor coaches have received a PCC or MCC level coach accreditation with the ICF.

### **What is observed coaching?**

The ICF defines observed coaching as “sessions in which a participant is coaching any client, fellow participant or another person as a method for practicing their coaching skills. Observed coaching sessions are observed by an instructor/observer who is responsible for providing written feedback to the participant, noting the participant’s use of the ICF Core Competencies in the coaching session. These sessions may be observed live or through a recorded session. Observed coaching sessions count as part of the total instructional hours of the program.”

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### **What is an ACC?**

An ACC is an Associate Certified Coach with the International Coaching Federation (ICF). To learn more, visit: <https://coachingfederation.org/credentials-and-standards/acc-paths>

### **What is a PCC?**

A PCC is a Professional Certified Coach with the ICF. The CREATE CLEAR Change™ Coach Training Program is designed to certify coaches at a PCC level. To learn more, visit: <https://coachingfederation.org/credentials-and-standards/pcc-paths>

### **What is a course that has “been designed to meet the ICF Level 2 requirements?”**

This indicates that the course is designed to meet the ICF Level 2 requirements but has not yet been formally accredited by the ICF. ShadowLight is in the process of accrediting this course. ShadowLight agrees to abide by the standards and ICF Coaching Education Accreditation Code of Conduct.

### **Am I able to start coaching as soon as the program starts?**

Yes! In fact, we encourage you to begin coaching and gather as much experience as possible. You can indicate to clients that you are a student coach. Be sure to track your coaching hours in the ICF log that is provided under “ICF Certification Information” on the learning platform.

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### **Does ShadowLight provide coaching clients for my coaching hours?**

ShadowLight does not provide coaching clients. As part of your learning, you will be able to effectively communicate what coaching is and isn't when approaching people for coaching.

### **Who can my coaching clients be?**

A coaching client is anyone whom you have a successfully and mutually agreed to partner and have established a coaching agreement with. We encourage you to consider the ICF code of ethics to align with clients who will be a good fit.

<https://coachingfederation.org/ethics/code-of-ethics>

### **What are coaching hours and how do I track my coaching hours?**

According to the ICF, “Applicants for the ICF ACC, PCC and MCC Credentials must meet designated coaching experience requirements for eligibility. Specific requirements vary by credential level. ACC candidates are required to document at least 100 hours (75 paid) of coaching experience with at least eight clients following the start of their coach-specific education or training. At least 25 of these hours (paid or unpaid) must occur within the 18 months prior to submitting the application for the credential.” PCC candidates are required to document at least 500 hours.

As soon as you begin a coach training program, you are able to begin tracking hours towards your goal. The ICF website has a sample tracker you can download and use.

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### **What is a performance evaluation?**

A performance evaluation is an opportunity to measure progress of observable coaching competencies. This evaluation takes place at the end of the training. You will upload a 30-minute recorded coaching session of your choice to the learning platform for evaluation. It is our goal that you will feel very prepared when this moment arrives! While we do recommend submitting a session towards the end of your training, you are welcome to submit a session that was recorded during the training duration.

ICF provides the following “Level 2 accredited providers must administer a final performance evaluation in a formal testing environment. The final performance evaluation must, at a minimum, contain an actual observation of coaching at least one half-hour (30 minutes) to one hour in length which is graded as a final performance evaluation.

The performance evaluation must be graded at or above the ICF Credential PCC level, which is described in the minimum skill requirements for PCC. Participants must receive written feedback/scoring for their performance evaluation that provides information regarding their performance on each of the ICF Core Competencies. Performance evaluation reviewers must hold an ICF Credential at the PCC or MCC level and competently understand the ICF Core Competencies and Code of Ethics.”

### **What do I need to consider as I prepare for my performance evaluation?**

First off, please don't stress! You will have many opportunities to practice demonstrating the coaching competencies and will receive feedback and support. You will also be assigned to a mentor coach who will be able to help you navigate any questions or concerns. In addition, the ICF has informed the following: "The performance evaluation must be an actual coaching session between you and a paid or pro bono client (not part of coach training). The client may not be a coach unless they are a regular client."

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### **What if I do not pass the performance evaluation at a PCC level?**

You will be well prepared to take the coaching evaluation. In addition, you will be connected with a learning community that can provide support. To receive an ICF certification, you need to pass at an ACC or PCC level. If you do not pass the CREATE CLEAR Change™ Coach Training Program evaluation at a PCC level, but you are able to demonstrate coaching at the ACC level, you will still be able to apply for ACC certification. If you do not pass the Level 2 CREATE CLEAR Change™ Coach Training evaluation, you will have an opportunity to schedule a subsequent evaluation at an additional charge \$444 (USD). Contact your facilitator for more details.

In addition to the ICF requirements for a level 2 program, the CCCT™ adds coach supervision, additional mentor coaching hours, and learning journey support to engineer a learning container that engenders trust, expands awareness and creates choice. Done well, the design moves individuals from reflection to application of doing to being.

### **How do I contact someone at ShadowLight if I have questions about the program?**

We have attempted to provide answers to the most frequently asked questions in this FAQ. However, if you have additional questions, please contact:  
[coaching@shadowlightglobal.com](mailto:coaching@shadowlightglobal.com)