



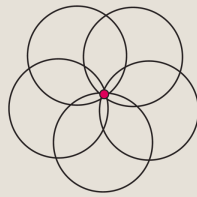
# CLEAR Change™ Coach Training Certification Program\*

Level 1



CLEAR Change™ is a trademark owned by Shadow Light Consulting Inc.

\*This programs is currently under review to meet the ICF standards and requirements for Level 1..



# WELCOME!

Thank you for your interest in ShadowLight's Level 1 CLEAR Change™ Coach Training Program\*. We're thrilled that you've decided to explore a Coach training certification!

Our Level 1 Program was developed to help you become a Coach who supports your clients to achieve transformation and sustained change at the level of 'being'. This program has been designed to meet Level 1 International Coaching Federation (ICF) standards and is currently under review to meet the ICF standards and requirements for Level 1.

**Program Dates pending ICF approval.**



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# CLEAR CHANGE COACH TRAINING PROGRAM\*: LEVEL 1

The Level 1 CLEAR Change™ Coach Training Program\* is an all-inclusive coach training that prepares participants to coach at the individual and leadership levels.

## **Individuals who enroll in the Level 1 program\* typically:**

- want to bring the coach approach to their work & leadership
- learners are managers, leaders, solopreneurs, health & wellness practitioners, or teams.
- see coaching skills augment their current role
- are looking for Professional Accreditation – Associate Certified Coach (ACC) Level Certification.
- are interested in partnering with others to help with whole person change, improved relationships, more effective team performance, improved decision making, and greater success for personal and organizational change efforts

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

- feel confident to coach at the associate professional level and understand how to use these skills on a daily basis
- coach successfully with the CLEAR Change™ model (connect, listen, explore, align, review) to facilitate change and accountability
- 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 60 hours of coaching practice & 85.5 learning hours
- the Associate CLEAR Change™ Coach designation from ShadowLight
- the CLEAR Change™ Coaching Skills certificate from ShadowLight
- the opportunity to certify at the ACC Level with the International Coaching Federation\* (depending on coaching hours and performance evaluation)

\*See FAQs for full details.

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# HOW WE ARE DIFFERENT.

Our Level 1 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.

As an Associate Coach, you'll support client experiences that allow for deep connection, measurable outcomes, enhanced self-knowledge systemic awareness, and a reliable system of accountability for action, growth, and transformation.

Our CLEAR Change™ coaching model is anchored in the framework of Whole Person intelligence™, an embodied 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.

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

Lisa Strogal, MCC, CEO  
ShadowLight Global





# WHAT TO EXPECT.



- over 70 hours of live training from masterful International Coaching Federation certified Coaches
- 13.5 hours of live coach support – one on one, group, and observed
- specific feedback and learning from your assigned, one-on-one Mentor Coach (Professional Certified Coach/Master Certified Coach)
- find all program\* resources and additional learning in a one-stop, online learning portal
- thrive in a highly responsive and supportive community
- understand and experience the ShadowLight™ methodologies to become an Associate CLEAR Change™ Coach
- readiness to use your skills and coach in support of your ICF ACC designation while you master all the required ICF core competencies for certification

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A FEW THINGS PEOPLE WHO LEARN  
WITH US HAVE IN COMMON:

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## THE CALL OF LEADERSHIP.

Our learners recognize the inherent benefits of supporting others to live or work from their place of Whole Person intelligence™. Our participants may be in private, public, corporate roles, or service providers who value and recognize a coach approach in their work.

## SELF-AWARENESS.

Our Coaches have learned to trust the wisdom of Whole Person Intelligence™ (WPi™) for themselves and their clients. They invite a connection for true presence which allows space for CLEAR Change™ listening to help the client discover their own path forward.

## COMMITMENT TO A LEARNING MINDSET.

Our learners are called to become Coaches who embody the CLEAR Change™ methodology in all aspects of their own life. Embracing this way of being ensures a learning journey that is self-authored in a compassionate way that delivers sustained change for their own transformation as Coach.





# LEARNING JOURNEY

## SPRING 2023

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### **MODULES\***

Launch Day

#1: Clear Change Coaching

#2: Listening, Whole Person Intelligence™ & Neuroscience

#3: Deep Dive

#4: Appreciating Diversity

#5: Evaluation & Celebration

\*dates TBC

### **SCHEDULING AT A GLANCE:**

Learning Schedule includes 1 full launch day and 1 week long immersive module. All subsequent learning will be scheduled\* weekly.

Full Training Schedule TBC. email us at [coacing@shadowlightglobal.com](mailto:coacing@shadowlightglobal.com) for full details.

(\*Training isn't weekly - final schedule confirmed on enrolment.)





LAUNCH DAY

**PROGRAM\*\*THIS PROGRAM IS  
CURRENTLY UNDER REVIEW TO  
MEET THE ICF STANDARDS AND  
REQUIREMENTS FOR LEVEL 1.**

## **OVERVIEW**

Welcome to CLEAR Change™ Coaching  
Learning Mindset & Feedback  
Meet the Mentor Coaches  
Program Navigation

### MODULE 1

## **CLEAR CHANGE™ COACHING**

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

### MODULE 2

## **LISTENING, WPI™ & NEUROSCIENCE**

CLEAR Change™ Listening Model  
WPI™ Model  
Coaching Mindset

### MODULE 3

## **DEEP DIVE**

Review Competencies & Evaluation Expectations  
Establishing & Maintaining Agreements

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# MODULES EXPLORED

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## MODULE 4

### **APPRECIATING DIVERSITY**

Diversity

Uncovering Unconscious Bias

## MODULE 5

### **COMPLETION**

Evaluation

Reflection

CELEBRATION!





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# FOUNDERS & FACULTY

## **CEO & FOUNDER, ShadowLight Global & CCCTP™: 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.



## **DIRECTOR of EDUCATION & FACILITATOR: Tami Dowler-Coltman, M.Ed, PCC**

Tami brings over 30 years of experience as an educational leader focused on ensuring that others are invited to build upon their creative capacity to inquire with deep curiosity; to think unconventionally; and to imagine and reflect on new perspectives and possibilities. She assists in uncovering the strengths of one's vulnerability and is fearless about diving deep below the surface of a moment in service to others.

Her coaching is deeply rooted in a lifelong commitment to grow capacity, confidence, creativity and wisdom in those she journeys alongside. She cares deeply about cultivating a relationship that invites possibility or ellipsis thinking.

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#### **FACILITATOR & COACH:**

##### **Cecile Andreas, MD, PCC**

Cecile brings her experience as a physician leader, entrepreneur and service provider to her individual and team coaching work, with a focus on unlocking the potential in people, teams and organizations. She uses a strengths-based approach, believing that our best opportunities lie in developing from the places in ourselves in which we already have strong ability.

She is a Certified Daring Way™ and Dare to Lead™ Facilitator, who believes that values, leadership, courage and vulnerability are inextricably linked, and that we can only rise from our challenges if we are willing to walk through our stories and integrate the lessons in them.



#### **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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### **FACILITATOR & COACH:**

**Greg Dowler-Coltman, BFA, ACC**

For over 30 years, Greg worked professionally in leadership roles in live theatre and arts education before establishing a coaching and leadership development business alongside wife and partner, Tami.

Leading with curiosity, he embraces life as an experiment, in which we are invited to listen deeply, examine courageously, explore perspectives and build empathetic narratives that reveal themes, patterns and possibilities. He aims to make use of the language of metaphor and story in order to encourage clarity of vision and wonder. Curiosity opens eyes to potential and can turn a landscape of impossibility to a limitless horizon where anything's possible.



### **CHIEF LIVING OFFICER:**

**Christine Francoeur, CSC, RYT, CMMT**

The majority of Christine's professional career was in marketing, loyalty management, and business development with Canadian and US-based companies to assist them in strengthening their customer relationships while developing promotional opportunities to build new ones.

Honouring her to call to be in service, she became a trained coach, registered yoga teacher, and certified mindfulness meditation instructor. These have informed her contributions at ShadowLight for leadership, teaching, and the development of ShadowLight Living for Whole Person Intelligence™ experiences, retreats, and workshop facilitation.

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# SUCCESSFUL COMPLETION

At the end of this all-inclusive Program\*, you can be an Associate CLEAR Change™ Coach. To achieve this title, you will have completed all course work and passed a Performance Evaluation at the ACC level, plus 60 outside coaching hours that meet ICF requirements.

- 69.5 hours of LIVE Synchronous Learning
- 14.5 hours Asynchronous Learning
- 13.5 hours of Mentor & Observed Coaching
- 60 hours of independent coaching outside of the Program
- In addition, you will have the opportunity to apply for the ICF credential of ACC depending on the number of coaching hours completed and evaluation results

At ShawdowLight Global, it's our mission to ensure you are prepared and ready to embrace a new way of being as an Associate CLEAR Change™ Coach. Our program leads the way with a commitment to more learning time, additional one-on-one mentor coaching hours, plus individual learning journey support.

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



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# ENROLLMENT

You've decided this program\*\*This program is currently under review to meet the ICF standards and requirements for Level 1. is for you! Here are the next steps for admission:

1. Complete application form and submit course fee.
2. Confirmation email of your acceptance will include a link to the ShadowLight Learning Platform.

The cost of the Program is \$7500 (CAD) or \$5760 (USD).

## Payment Options:

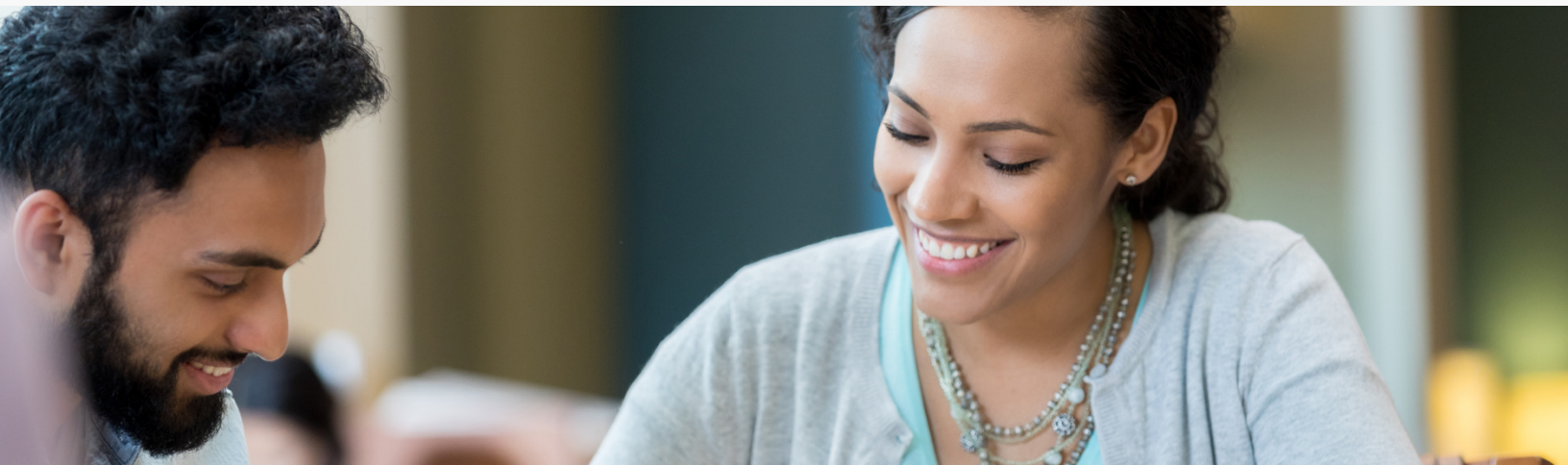
**Option #1 – Full payment due at admission**

**Option #2 – 50% DUE AT ADMISSION  
2ND PAYMENT: Due 2 weeks prior to the Program start.**

(This is a no interest payment option.)

**[CLICK HERE TO REGISTER](#)**

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# WHY CLEAR CHANGE™ COACH TRAINING?

## FILIPE DOS SANTOS

Academic Strategy Services -LDAS - Learning Disabilities Association of Saskatchewan

"The 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. 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, & Coach

"The CLEAR Change Coach Training Program 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 85.5 hours. The learning is divided into the following three categories:

- **Learning**– Learning Schedule includes 1 full launch day and 5 days of immersive learning for module 1. Please see Learning Journey for full details. In addition, expect an average of 14.5 hours of asynchronous learning.
- **Practicing**– Mentor coaching and observed coaching.
- **Applying**– 60 coaching hours are not included in the course hours but must be completed to obtain an ICF credential and the designation of Associate 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 1 Associate CLEAR Change™ Coach Training Program (ACCCTP) utilizes a learning structure of Triads, Pods, and a Cohort.

1. **Triad** is a learning group of three that is participant led and provides practice, support, and accountability.
2. **Pod** is a learning group of up to 18. This is the small “classroom” that will meet for 2 hours/week during synchronous sessions. This group will be led by 2 facilitators who support and guide learning application and experience.
3. **Cohort** is the large learning group consisting of up to 5 pods. This group meets for 2 hours/week during synchronous sessions to learn from guest and expert facilitators. Utilizing a large cohort allows for diversity of training, learning, and interaction.

### 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 PROGRAM\*:**

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

Once you have been accepted into the program, 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 60 hours of applied learning.

### **What is the CLEAR Change™ Coach Program training program 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 envision 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 of the program?**

The 2023 Cohort will be scheduled in Spring 2023. All training is held virtually. Email us at: [coaching@shadowlightglobal.com](mailto:coaching@shadowlightglobal.com) for calendar details.

### **What languages is the program offered in?**

Currently English is the only language.

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# QUESTIONS?

## **GENERAL PROGRAM\*:**

### **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 Lisa Strogal - [coaching@shadowlightglobal.com](mailto:coaching@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 PROGRAM\*:

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

We envision 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 honors 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 CLEAR Change™ Coach Program, 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 program sessions. I plan to complete the program, the accompanying assignments, and complete the coaching hours required for ACCC or CCC certification.
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 PROGRAM\*:

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 CLEAR Change™ Coach or Associate 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 program 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 program 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 currently not accredited by the International Coaching Federation (ICF) but is in process of ICF submission & accreditation. It is expected to be accepted by ICF and my coach training hours accredited.

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# QUESTIONS?

## GENERAL PROGRAM\*:

11. Upon successful completion of the course, I can expect to be awarded a ShadowLight coaching skills certificate. In addition, I may be awarded the designation of Associate CLEAR Change™ Coach or CLEAR Change™ Coach depending on my coaching hours and performance evaluation recommendation.
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 Program, I may cancel before the start of the program and my tuition is fully refundable minus a \$500 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. Participants who complete the CCCTP Level 1 course and decide they want to complete the CCCTP Level 2 course may transfer credit from their Level 1 course to complete Level 2 at a reduced cost. In this case, participants should have completed Level 1 within the past year. In addition, participants can expect the following:
  - Meet with a ShadowLight advisor
  - Register and pay the cost difference of the Level 2 program (\$3035 CAD/\$2340 USD)
  - Complete two additional individual mentor coaching sessions during the course (additional fee of \$900 CAD/\$700 USD)
  - Enter the course at Module 3: Learning and Change
17. Interested participants who wish to transfer hours from another ICF Accredited Coach Training Program will not be recognized as transferable hours into the ShadowLight Level 1 course. Due to the foundational nature of the CLEAR Change™ and Whole Person intelligence™ methodologies, ShadowLight requires that participants must complete Level 1 in its entirety.

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# QUESTIONS?

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

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

To enroll, complete our registration form. Following your submission of payment, you will receive a welcome email with access to the learning platform.

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

The Program\* cost is \$7500CAD or \$5760USD. 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 Stripe Simple and it is set up to take fees from major credit cards. However, participants may contact us to pay via cheque 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 by 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 enrollment. 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 in the Program\*, you may cancel up to 1 week before the start of the Program and your tuition is fully refundable minus a \$500 administration fee. Once the Program has begun, 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 program participants to support a successful learning journey. If a participant is unable to complete their current course for medical or other emergencies, they can enroll in the next offered cohort .\* If a participant wishes to delay learning for other reasons, they are free to enroll in the next cohort for an additional administrative cost of \$500.

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 it's entirety.

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

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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 (\$300CAD) 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 enroll 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. CCCTP™ 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 (CAD) 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 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 coaching assessment as part of your certification requirements.

## **CERTIFICATION & COMPLETION:**

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

Participants who complete the Level 1 CLEAR Change™ Coach Training Program will have the opportunity to qualify for the following:

- CLEAR Change™ Coaching Skills Certificate: Completion of the course.
- Associate CLEAR Change™ Coach (ACCC): Completion of the course, 60 coaching hours, performance evaluation at the ACC level. This will enable you to use the ACCC designation as a form of recognition behind your name.  
e.g. First Name, Last Name, ACCC (Associate CLEAR Change Coach)
- ICF Associate Certified Coach accreditation: Completion of the course, 100 coaching hours, performance evaluation at the ACC level, and ICF application. \*ICF credentials must be obtained through the International Coaching Federation (ICF) and any associated costs.

\*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 Global 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, CLEAR Change™ Coach Training Program 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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# QUESTIONS?

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

### **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 Level 2 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 1 requirements?”**

This indicates that the course is designed to meet the ICF Level 1 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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# QUESTIONS?

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

### **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 with whom you have established a coaching agreement. We encourage you to consider the ICF code of ethics when choosing 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." Existing hours of an ACC, can accumulate towards a PCC when all other requirements have been attained. 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.

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# Questions?

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

### **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 program. 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 Program's duration.

ICF provides the following "Level 1 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 ACC level, which is described in the minimum skill requirements for ACC. 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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# Questions?

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

### **What if I do not pass the performance evaluation at a ACC 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. The CCCTP provides mentor coaching hours to support a learning experience that engenders trust, expands awareness and creates choice. This coaching support moves individuals from reflection to application. If you do not pass the Level 1 CLEAR Change™ Coach Training Program evaluation at an ACC level, you will have an opportunity to schedule a subsequent evaluation at an additional charge \$444 (CAD) (pending ShadowLight accreditation). Contact your facilitator for more details.

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

If you have additional questions, please contact: [coaching@shadowlightglobal.com](mailto:coaching@shadowlightglobal.com)

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\*This program is currently under review to meet the ICF standards and requirements for Level 1.