

Executive Coaching

Process, policies, and procedures

Process

My coaching process is designed around three areas:

01. Discover/desire	02. Learn/unlearn	03. Integrate/initiate
Contracting forms an integral part of my approach. I am seeking to appreciate your current story/narrative or position. I look to understand what informs decisions or actions, what beliefs you hold, which values you have, what strengths exist and what perceptions others have of you as leader, colleague, human being. This may include interviews with stakeholders or a Strategic Leadership Review (360 tool), use of a psychometric assessment (Facet5) and typically I have an in-depth conversation with you. I then work to help make sense of what is presented and to articulate your desired change.	Armed with increased self-awareness and a desire to achieve stated objectives you are typically primed to engage in developmental change. We explore tactics and strategies and experiment with different options to strengthen your repertoire, to stretch and to move in a cycle of action for learning. I work with the latest concepts from positive psychology, neuroscience, somatic exercises and ancient meditation techniques. I believe nothing changes unless behaviour changes. Key to that is working with assumptions, beliefs and values, thoughts and emotions that drive us.	All conversations I encounter with you deal with the natural and real phenomenon of resistance; resistance of thought, emotion, and will. My skill as a coach is to support you move past this apparent impasse by facilitating the integration of future thinking, feeling, and will in the context of practical applications and learning by doing. I typically coach the whole person. This means the coaching impacts behaviour at work and likely at the home too. These last few sessions are devoted to consolidating, reviewing, evaluating and reinforcing new ways of being and doing.

Confidentiality

Our relationship is completely confidential. Without your expressed permission, I will not tell anyone that you are my client, and I will not reveal the content of our work to anyone. This is sacred.

Commitment

Our coaching relationship is designed to address your agenda. Coaching is not therapy or consulting. The power of coaching rests in our coaching relationship, rather than with either one of us. It's the power of the coaching relationship and the work you do that allows change to occur.

These changes will sometimes happen fast and sometimes not. Because change happens over time, I am requesting an initial six-month commitment to the coaching process. This allows the coaching relationship to develop and be powerful, and for new behaviours and thought patterns to be embedded. If any challenges or concerns arise for you about our coaching or our coaching relationship, please bring them to my attention, so that our coaching relationship continues to be powerful.

As your coach you have my word that I am 100% committed to you being powerful, successful and to having the life and business career you want. After the initial period, if you wish, we can continue for another six months, or continue on a month-to-month basis.

Time

You are responsible for booking your sessions via the links sent to you and your personal assistant. To ensure that you get the slots you need or prefer please book most, if not all, of your sessions in one go at the beginning of our process. This also ensures the momentum and regularity of your coaching can be maintained.

Please update me on any holiday periods longer than two weeks during the initial six months. And inform me if you want to continue our sessions during these periods. I am fine either way and encourage to take the self-care you need.

We will begin and end our sessions on time, in honour of our commitment. If you are more than ten minutes late you will lose the session and be charged.

Changes

If you need to reschedule, I ask for at least 48 hours' notice. I will do all I can to reschedule within the same week. I appreciate that each of us will occasionally need to move a session, and will extend to you the same courtesy, giving as much advance notice as possible. If I do not receive 48 hours' notice or you do not show up for a session – this will still count as one of your sessions and you will be charged accordingly. Barring personal emergencies for which sessions would be rescheduled at no cost.

Our partnership

I offer a 24/7 partnership through your coaching journey. I am available to you every day of the week, and if you would like to share a success or a problem, please do contact me via email at tj@tjessicastegenga.com or by phone +31 612 795 886. If you want to hear back from me, please include that in your message. If we don't make contact immediately, I will always aim to get back to you within 24 hours. All emails and voice mails are confidential —I am the only person who picks up my messages.

Ethics

I fully endorse and adhere to the Code of Ethics of the International Coach Federation. You may find the most up to date ICF Code of Ethics on the ICF website, www.coachfederation.org

Payment schedule

1/2 of the agreed budget to be paid upfront and the other 1/2 to be paid three months into the contract. 30-day payment terms apply. International wire transfer is used for payment.

Recommending a colleague / business contact

One of the way my business grows is on referrals and therefore I appreciate them greatly. If you recommend me to anyone who becomes a client, I will give you a complementary coaching session as a token of my gratitude.

Completing our relationship

When you decide it is time to end our coaching relationship, please give me a month's notice (unless this happens at the end of the agreed six-month period, in which case no notice is required). This will give us time to capture your learning and strategize for what is next in your life.

Finally, if I ever say or do something that upsets you or doesn't feel right, please bring it to my attention. I promise we will work to strengthen our relationship so that it supports your growth.