

How to Play in the CoachVille Virtual Environment *Student Playbook*



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WELCOME

Welcome! The purpose of *CoachVille 101 - How to Play in the CoachVille Virtual Environment* is to provide you the information you need to register online for classes, get the bridge numbers and pin codes needed to attend your teleclasses, attend your teleclass, enter your attendance codes for class, play the game cards, and get help using the CoachVille member site.

QUICK START TIPS

Get Your MaestroConference Personal Bridge Number and PIN Codes for Class

After you register for a class you will receive a *confirmation e-mail* containing a link to register for your MaestroConference **personal PIN** (it's like a pass code) and bridge phone number to dial into your class. The personal PIN allows the instructor to see exactly who is on the call and to personalize your teleclass experience.

I can't find my confirmation e-mail. How do I get my MaestroConference personal PIN?

[Login](#) to the CoachVille Member area, click Programs, and click your class link. This takes you to the Program Home page containing the link to register for your personal PIN and MaestroConference bridge number. It also contains a guest bridge and pin number you may use in the interim. In addition, the Calendar contains a guest bridge and guest PIN for each of your classes.

Enter Attendance Code Words into the Syllabus

To graduate and to meet ICF course requirements, 80% of your classes must be attended 'live' voice to voice. If there are occasions where you cannot attend, this leaves 20% of the hours across the program that may be attended as 'self-study' by independently listening to the recorded class session recording located in the syllabus (these are a previous iteration of the same session of the class), and also playing the game card. This allows some flexibility in case you are unable to attend all of your classes live.

For example, in the 60-hour Starter Program or Summer Intensive, 12 hours of classes may be attended as self-study. In the 125-hour Complete Program, 25 hours can be completed as self-study. *The exception is Mentor Coaching Group where you must attend each class in order to meet mentor coaching requirements.*

CoachVille uses *code words* to validate 'live' attendance. The first code word is announced at the beginning of class, and the last code word is announced at the end of the class. **Write these down as they will not be provided at any other time.** Enter these code words in lower case letters with a space in between into the course [Syllabus](#) page no later than three weeks after class [\(video demo\)](#). Step by step instructions are below:



1. Click **Programs** Programs to view links to your classes.
2. Click the link to your class.
3. Click **Syllabus** in the blue menu bar.
4. Click the **(Enter Attendance Code)** link (Figure 13).
5. Using lower case letters, enter the first code word, enter a space, and then enter the second code word (example: **green grass**).

6. Click the **OK** button.
7. To indicate you attended via self-study click **(Mark Complete)** in the **Completion Tracking** column. A check mark will display after you have clicked it (Figure 13).

Call in to Class

IMPORTANT! – To avoid feedback and echoes, you must use a headset with microphone or use your phone in a conventional manner. Do not use a speakerphone, or the speakers and microphone within your computer.

Via Phone:

Dial your MaestroConference Bridge number, and enter your PIN code when prompted, followed by the pound (#) sign. (Note: some cell phones don't require the pound (#) sign.)

Via Skype:



Figure 1 Skype Dial Pad to call

Once call is active, display Skype the dial pad (see figure) to enter your Personal Pin followed by the (#) sign. To display the dial pad click the blue phone icon. Use the Dial Pad to raise your hand during class.

Use your **Skype credit** and call **(530) 216-4294** *instead* of your bridge number. Display the dial pad by clicking the blue phone icon (Figure 1). Once the number is entered, click the green phone icon to start the call.



Figure 2 Active call dial pad

New Option! Skype to Skype: Callers may now use **Skype to Skype** to connect to the MaestroConference bridge so that Skype credit is not necessary. *It is important that you do this several days prior to your scheduled call as it can take over 72 hours for MaestroConference to accept your request for contact.* If your contact request is not accepted by MaestroConference, please delete the request for contact and resubmit the request.

1. Login to your Skype account.
2. Add the MaestroConference Skype ID as a Contact by clicking the **Add Contact** icon (Figure 3).
3. Enter one of the following MaestroConference Skype User IDs (Figure 4).
 - a. maestro4294
 - b. mcdirect1
4. Skype will search and display the contact. It may take a moment. Once it appears, click the contact to select it (Figure 5).
5. Once selected, click the blue Add to Contacts button.

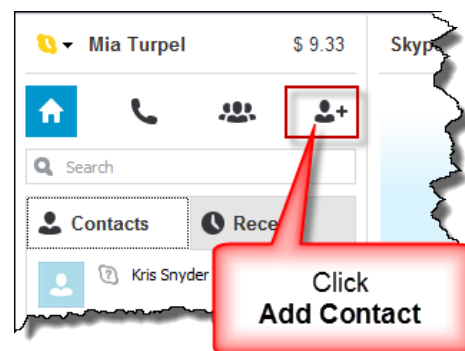


Figure 3 Click Add Contact

Skype to Skype continued...

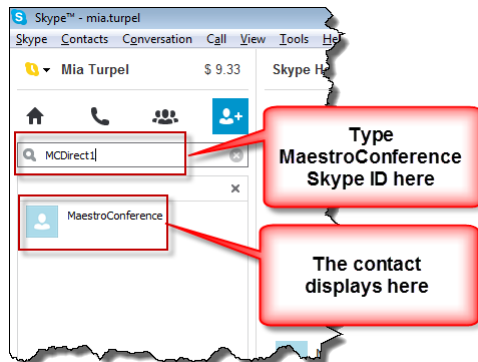


Figure 4 Type MaestroConference Skype ID

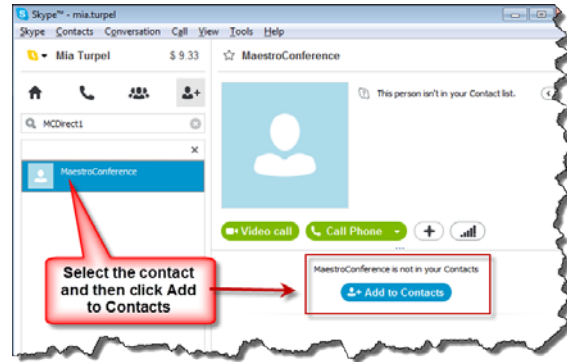


Figure 5 Add to Contacts

6. Click Send (Figure 6).

MaestroConference is not in your Contacts

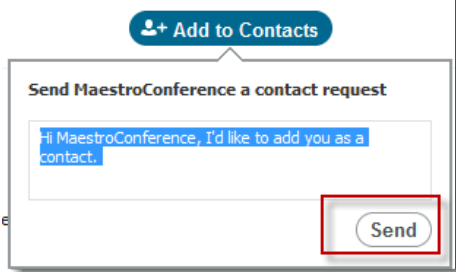


Figure 6 Click Send

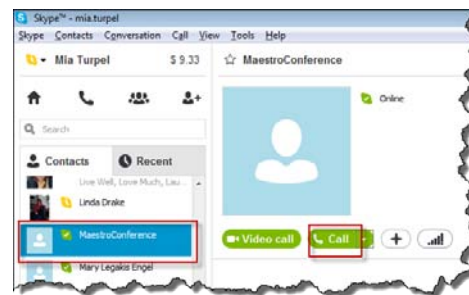


Figure 7 Select MaestroConference then click Call

7. Call into class similar to the way you would Skype a friend. Select MaestroConference in your contact list, and then click the green Call button (Figure 7). Once you connect to the bridge, display the on screen touch pad (Figure 2) and click to enter your personal PIN number to enter class.

Via MC Dialer:

MaestroConference has a special beta program that will allow you to call into classes directly using a MaestroConference downloadable program called MC Dialer. Try it for free (while in Beta).

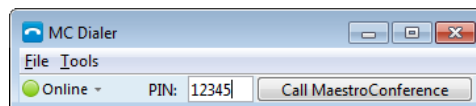


Figure 8 MC Dialer

[Click here for PC version](#) and [Click here for Mac version](#). Follow the [instructions](#) to install and dial in to class.

Enter your MaestroConference PIN number and click on the Call MaestroConference button. The call will then continue as a normal MaestroConference call using the on screen keypad.

Tip: *If you are dialed in via the computer with Skype or MC Dialer, we recommend that you use headphones instead of listening with your computer speakers to avoid echo or feedback.*



Figure 9 MC Dialer connected call

Raise Your Hand if You Have a Question

To raise your hand if you have a question press a number from “1” to “5” on your telephone dial pad, and it displays on the instructor’s MaestroConference dashboard. They will then turn on your microphone so you can be heard by the class.

Activate and Access Your Game Card

Follow these steps to activate and then access your game card ([video demonstration](#)). [Click here](#) for even more details about game cards.

1. Login to CoachVille
2. Click the **Programs** icon.
3. Click the link to your class (for example Basic Coaching Skills and Ethics, or Play-Two-Win) to reach the class Program Home page.
4. On the right under the **What’s Next** section will be a link after “The game card for this program is here.” Click this link to *activate* your game card.
5. Click **My Game** on the blue menu bar.
6. Click the game card you wish to play. A 12-week class has 3 game cards, and a 6-week class has 2 game cards. Mentor Coaching Group has one game card that lasts the entire six weeks.

Complete Program – How to Register for Class

Complete program students can register for classes by clicking the **Register** icon to view the categories of classes, then clicking **Register** button for the desired class included in the Complete Program. ([Click here](#) for more details)

Starter Program – How to Register for Class

Starter program students can register for a class by sending an email request for the particular Starter Program class that they wish to attend to lindadrake@coachville.com.

Get Help

Send an e-mail to help@CoachVille.com. We have a dedicated staff of amazing people who have been (and still are) students in our organization. They have had the student experience themselves so they know how to help! Alternately, you can contact CoachVille by phone 24/7: at **866-548-6516**.

MAKE THE MOST OF YOUR MEMBERSHIP-NAVIGATING THE MEMBERS ONLY SITE.

Preferred Browser

Mozilla Firefox and Google Chrome - You will get your best experience with either Mozilla Firefox or Google Chrome. You can download for free by visiting www.mozillafirefox.com or www.google.com/chrome.

www.CoachVille.com is our public website that contains information about our school and classes. We hope to get people excited about what we are doing here and inspire them to join or take a class.

Login to CoachVille Member Area

Follow these steps to login to the CoachVille Member Area:

1. Open your Mozilla Firefox browser.
2. Type www.CoachVille.com
3. Click Member Login
4. Type your user name or email address
5. Type your password
6. Click the **Login** button.

Top Menu

CoachVille.com: Returns you to the CoachVille main public web page. Here you will find:

- **Connect:** Join CoachVille by signing up for a Basic Membership, and learn more about CoachVille.
- **Certification:** Learn about our programs for CoachVille certification leading to ICF certification, programs to earn Coach Continuing Education (CCEs), and more.
- **Classes:** Detailed descriptions about each of our classes.
- **Blog:** Read fun stuff in the CoachVille blog and watch videos of our lively and inspiring Coach Approach Show.
- **This Week at CV:** Find out what is going on this week at CoachVille, join CoachVille, and find out how to 'sample' a CoachVille class by participating as an observer.

Partner Program: Do you LOVE CoachVille and want to share it and earn money in the process? Here you will find information and tools to earn money sharing CoachVille with the world by becoming a CoachVille Partner.

Member Services: How to get help, information and resources on graduation and certification, where you can meet the Member Services team.

- **Graduation Certifications** – Information and Roadmaps to Graduation and Certification with CoachVille and the International Coach Federation.
- **Instructors** – Meet the fabulous instructors of your curriculum at CoachVille.
- **Team** – Meet the CoachVille Member Services Team here to serve you and create a fabulous experience for you.
- **Contact Help Desk** – How to get help: email help@coachville.com.

My Account: View and change your account information.

- Change password
- Change time zone (as displayed in Calendar)
- Edit your profile
- Search profiles to find colleagues
- Scroll down to the bottom, you can become a CoachVille partner and earn a commission off of new students that you bring in that register for classes.
- New Courses – Under the “New Courses” heading, click the link that says “See Your Classes Since 2005” and it will display the courses you have taken including the name of the courses, whether it was an e-course or teleclass, and whether it is an ICF course.
- Logout

The Icon Bar



Home: Returns you to the CoachVille Member Home landing page (the place you land after login.)



Register

Register The registration center is the hub of getting registered for any upcoming classes or events. The left bar contains category links to quickly view available classes and detailed class information in a particular category. Click the link to view the name and description that will indicate whether it is a live telecourse or an e-course, days, dates and times, and the instructor's photo.



Figure 11 Register



Figure 10 Thank You for your registration

On the right side there is a box that gives you the choice to pay in full or select a payment plan – which will vary according to the class.

How to Register for Classes-Complete Program Students:

If you have purchased our *Complete Program*, or are a member of our graduate school program: *the Center for Coaching Mastery*, underneath the instructor's picture it will say *there is no fee for this course* despite that on the right side it says Pay in Full or Payment Plan. It is a 'smart' registration center, it knows who you are.

If you are a member of the Complete Program or graduate school, then certain courses are included in your membership despite the cost listed for the course. **Just click Register** (Figure 11) and the program will automatically appear under your programs button. After clicking **Register** (Figure 11), you will see a "Thank You for your registration" message (Figure 10.)

Note that once the class starts, it disappears from the list of available courses in the Registration Center, and a new course with new start dates will be added shortly after.

How to Register for Classes – Starter Program Students

Starter program students can register for a class by sending an email request for the particular Starter Program class that they wish to attend to lindadrake@coachville.com.

Registration Confirmation Email

After you register for class, you will receive an automated registration confirmation email that contains a link to register for your MaestroConference personal PIN (it is like a pass code) and instructions on how to access your class Program Home page and Syllabus to download your class materials.

Personal PIN registration Link: The registration confirmation email you receive after registering for class contains the link to register for your MaestroConference personal PIN and bridge number to dial into class. Keep these handy because you will need them to dial in for each class.



Programs

The Programs icon is the gateway to access your memberships, classes/events, and self-study programs.

Memberships – Paid memberships (i.e. Graduate School of Coaching).

Classes/Events –Live teleclasses or events. After registering for a course, a link will display that allows you to access the Syllabus where the downloadable materials and recordings are located, and to activate your game cards for the teleclass. Before class, be sure to download the materials for the first class including the course playbook. On your class day and time, you will use your phone to dial-in to join the class using your personal bridge number and personal PIN.

The class Program Home page (where you land when you click the class link) contains a copy of the link to register for your personal pin which was also included in your confirmation e-mail.

The guest bridge and pin number is also located here if for some reason you can't find your personal pin. Note: When you register for your personal pin, be sure to write that PIN down because that is uniquely yours.

Cancel class: The link to access your classes will remain even after the class is over. In the event that you need to cancel, you can remove the class link by scrolling down to the very bottom of the Program Home page and clicking the link where it says, "You are a member of this "name of class" [Click here](#) to remove your membership."

Self-Study – Self paced, self-study online courses. This is the gateway to access all of your audio, materials and video links.



Calendar

Calendar

The Calendar allows you to view your classes and events in a 31 a day rolling format by default. You can change this by typing in a new number in the box. After you register for a class, your class date and time will be added to the Calendar along with a *guest* PIN and *guest* Bridge number (in the event you lose your personal PIN). All courses at CoachVille are in 24-hour format and reflected in Eastern Time. To change your view of classes from Eastern to YOUR time zone, click the **My Account** menu item located at the top of your screen, click **Change Time Zone**, select the desired time zone from drop down list and click **OK**.

Notice that it also defaults to saying Events of a 31-day rolling period.



Groups

Groups – Ongoing special interest groups and CoachVille discussion based groups. Here you will find the basic CoachVille membership.



Games

Games –Links to your *active* game cards. (Completed game cards can be accessed through the Program icon.)



Badges

Badges – Virtual rewards for different types of actions to encourage you to play bigger! They display your current Level, the total points you have earned for that type of action, and the number of those types of points you need earn to reach the next Level.



Member Search

Member Search – Search for other CoachVille members.



Profile

Profile - CoachVille provides you with an area to build your own coach profile that is searchable by other members. You can look for coaches in your state, or you can look for coaches that share your specialty interest and more. You can build your profile with information as well as upload pictures. Note: Only put information that you want your coaching colleagues to see.



Leader Boards

Leader Boards – View who is at the top of their game in various categories in the past week, past month or for all time. Each player on the leader board is framed in a color representing a level that goes from 1 to 20. As you earn points, you move up levels. Once you achieve a new level, you will receive an email congratulating you.



Auctions

Auctions – (Not available yet – under development).



Highlights

Highlights - Use the Highlight feature to publicly share your best, favorite, or most awesome posts on the Highlight Reel to encourage or inspire others. Highlights go into a public container where anyone can read the highlights from great things happening in class. Select up to seven highlights per game card. If Coach Dave is inspired by your highlight, he might even feature them in a blog post!

WHAT TO DO BEFORE YOUR FIRST CLASS

- Register for your personal PIN and bridge number for class using the link that came in your class registration confirmation email. This link is also found under item #1 of the Program Instructions located on your class Program Home page.
- Access the syllabus and download the Playbook and other class materials for the first class.
- Activate your game card.
- Listen to the first coaching demonstration audio recording and take notes to class to share your highlights, observations and questions (and share them on the game card). (Note: there are no coaching demonstration recordings in Step Up and Stand Out or Mentor Coaching Group).
- Read the Success with MaestroConference guide for tips on successful use of MaestroConference.
- Read the Dyad Guide to make the most of your dyad buddy coaching practice sessions.

WHAT TO DO ON CLASS DAY

- Dial in using your MaestroConference bridge telephone number and personal PIN. Use the same number and pin for each day of class – whether you have a 6-week or 12-week class. Music will play on the bridge until the class starts.
- You will be in a virtual room with a group of students. The instructor will cover concepts with question and answer opportunities and coaching practice. To raise your hand, press any number 1, 2, 3, 4 or 5 on your telephone keypad. On Skype, use your mouse to click the dial pad.
- The breakout session where you practice with your coach buddy is created using the technology of the MaestroConference bridge. It has the amazing capability of creating private sub conferences of two (we call them dyads) that allow you to practice coaching with your partner. If you experience a problem (i.e. you can no longer hear your dyad partner) raise your hand by pressing any number 1, 2, 3, 4 or 5 on your telephone keypad, and the instructor will come to you.
- Immediately after class, share your highlights of class on the game card while it is fresh in your mind.
- **30 Minute Q&A Session:** Get your questions answered and learn from other's questions in the optional 30 minute Question and Answer (Q&A) session facilitated immediately after each class. Ask questions about class content, navigating CoachVille, challenges you have encountered with a player, how to apply the coaching method or coaching skills, anything you have learned in class, or any other questions you may think of that come up.

YOUR COACHING PRACTICE PARTNER (DYAD PARTNER)

You will practice the role of coach and the role of player in every class. Many students become good friends and maintain relationships with their dyad partner long after class is over.

Occasionally we receive a request for a change in dyad partner. In order to give you a new dyad partner, we may have to break up a dyad partner. Before we will do this, we will challenge our coaching students to see the perfection in this as a means to which you can become a better coach. We will ask you to stay with them a bit longer while considering the following questions:

- How can you see this as a perfect learning experience to become a better coach?
- What is it that you are not able to say, that if you could learn how to artfully and respectfully say it, it would change the relationship?
- If you feel more advanced than your practice partner, how can you shift your perspective to be open to learn from the experience and become a better coach?
- How can this situation teach you to be a better communicator?
- How can you use this situation to practice the coaching proficiencies such as respecting their humanity or recognizing the perfection of the situation, or hone in on what is most important?
- Ask yourself, "What about this person is a mirror of me?"
- How can you approach this from the *spirit of play*?
- What is this person here to teach you?
- Are you practicing judgment free awareness?
- In what ways is this person going to make you a better coach?

THE SYLLABUS

The syllabus contains the topics of class for that day, your playbook, class handouts, audios and sometimes video links. It is also where you enter the first and last code words that are given to you in class for proof of attendance to the International Coaching Federation. As soon as you have registered for class, you can start reading the playbook, listening to audios, etc.

How to Access the Class Syllabus

1. Login to CoachVille
2. Click the Programs icon.
3. Click the desired class link.
4. Click Syllabus menu item.

How to Enter Code Words for Attendance

To graduate and to meet ICF course requirements, 80% of your classes must be attended 'live' voice to voice. If there are occasions where you cannot attend, this leaves 20% of the hours across the program that may be attended as 'self-study' by independently listening to the recorded class session recording located in the syllabus (these are a previous iteration of the same session of the class), and also playing the game card. This allows some flexibility in case you are unable to attend all of your classes live.

For example, if you are enrolled in the Starter Program or Summer Intensive, of the 60 required hours, 12 hours of classes may be attended as self-study. If you are enrolled in the Complete

Program where 125 hours are required, 25 hours can be completed as self-study. *The exception is Mentor Coaching Group where you must attend each class in order to meet mentor coaching requirements.*

CoachVille uses *code words* to validate 'live' attendance. The first code word is announced at the beginning of class, and the last code word is announced at the end of the class. **Write these down as they will not be provided at any other time.** Enter these code words in lower case letters with a space in between into the course [Syllabus](#) page no later than three weeks after class ([video demo](#)). Step by step instructions are below:



Figure 12 Class Links



Figure 13 Click (Enter Attendance Code)



Figure 14 Type first code, a space, and second code word.

1. [Login](#) to CoachVille.



2. Click **Programs** to view links to your classes, memberships, events and self-study programs.
3. Click the link to your class.
4. Click **Syllabus** in the blue menu bar.
5. Click the **(Enter Attendance Code)** link.
6. Enter the first code word, a space, and then the second code word (example: **green grass**).
7. Click the **OK** button.
8. To indicate you attended via self-study click **(Mark Complete)** in the **Completion Tracking** column. A check mark will display after you have clicked it (Figure 13).

Listen or Download Audios

- Listen online: Click the link for the audio and a player will open in your browser and automatically start the audio.
- Download the audio: Right click the link and click **Save Link As...** to save to your local computer and listen later.

Downloading the Playbook and Other Documents:

Click the Playbook link and it will open a dialog box. Select **Open** to open the Playbook in PDF format.

1. Click **File** then **Save As to save** it to your local computer.
2. Alternately *right click* the Playbook link and click **Save Link As...** to save to your local computer.

Syllabus Video Tutorials:

- The Syllabus contains links to multiple video tutorials to help you learn how to do many of the things you will need to be successful in class. For example, there are tutorials on how to activate and play on your game card, how to use the many features of the game cards, how to enter the attendance code words, and more.

ACCESSING AND PLAYING WITH THE GAME CARD SYSTEM

The game cards are a unique way to deepen your learning and gain the perspectives of others while earning points, connecting with classmates and having fun. You need an *average* of 50 points to pass each class. Luckily this is easy!

Class Game Cards Breakdown:

- 12-Week Method Classes:** An *average* of 50 points across three game cards is required, or a *total of 150 points*.
- 6-Week Skills or Business Academy Classes:** An *average* of 50 points across two game cards is required, or a *total of 100 points*.
- Mentor Coaching Group:** A total of *50 points* is required to pass this class – it has one game card.

To Activate and Access Your Game Card

Follow these steps to activate and then access your game card ([video demo](#)).

- Login to CoachVille
- Click the **Programs** icon.
- Click the link to your class (for example Basic Coaching Skills and Ethics, or Play-Two-Win Method) to reach the course Program Home page.
- On the right under the **What's Next** section will be a link after "The game card for this program is here:" Click this link to *activate* your game card.
- Click the **My Game** menu.
- In the upper left corner, click on the game card you wish to enter. In a 12-week course, you will have three game cards. In a six-week class, you will have two game cards. Mentor Coaching Group has one game card that lasts the entire six weeks, and the Coaching Mastery class is one game card for the entire month.

Time Left

Each game card has a time limit. Once the time runs out, the game card is closed and more points cannot be earned. Even though it is closed, you can still *view* your game card, however, you will not be able to add or edit any posts.

The game cards end at 1 minute past midnight Eastern Time or 12:01 am. For example, if the *End Date* of your game card is April 2, that means that April 1 is your final *full day* to play, because when the clock strikes midnight and the new day (April 2) begins at 12:01 am the game card is closed.

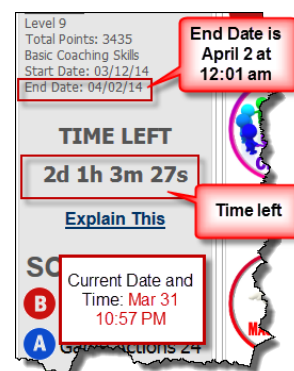



Figure 15 Time Left

How to Get Points

Explain This

There are different types of points, and an explanation of each displays when you click the **Explain This** link just under Time Left and above the Scorecard. Important: Not all of these game elements are used in every game.

How to Get Your Points

1. Read the Question.
2. Click the **Share** button.
2. Type your answer or your share.
3. Click the **Save** button. 


Types of Points

Spontaneous Play: Spontaneous Play points are earned for completing an item that appears on your card on a random basis during the game. You have 24 hours to accept the challenge or the item will disappear from your card.

Power Ups: Power Up points are awarded for completing items listed.

Action: Action Points are awarded for each time you take a specific action. Some games use this category for actions with multiple steps.

Big Wins: Points are awarded for each time a specific result happens – a ‘big win.’

YIM Given: You Inspire Me points  **★ you inspire me** are awarded to you for each time you **give** one of your **You Inspire Me** points to another player. You receive a bank of these points (21 in 12-week classes and 15 in 6-week classes) to use during the game. When you visit **another player's** game card, you will see your current bank account for this card at the top upper left of the screen. These are meant to encourage you to read other's postings and award them a point if the comment inspires you in some way ([video demonstration](#)).



YIM Received: You Inspire Me points are awarded to you for each time you RECEIVE a You Inspire Me Point from another player. When you share, aim to inspire ([video demonstration](#)).

Facebook: You get 1 point for each time you click the “Share on Facebook” button after entering text into a Share Box. Max of once per item.

Instructor Challenge

The instructor and assistant instructor have the ability challenge a game card question if they feel it is incomplete, inaccurate, or unclear. The game card challenge feature temporarily zeros the points awarded to the question until the student response is approved.

To respond to a challenge:




1. Click **reply**  (Figure 16), type your response and click **Save**.
2. Click **Respond**  to send a notification message to the instructor notifying them that they have a challenge response to review. After clicking the Respond, a confirmation pops up that says, “This will send a note to



Figure 16 Replying and Responding to a Challenge

the coach to review the challenge. Continue?" Click **OK** if ready (Figure 17). The instructor will review and approve your response with their

Approve  button restoring your points.

This will send a note to the coach to review the challenge. Continue?

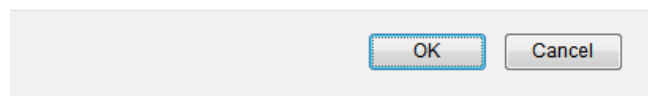


Figure 17 Respond confirmation.

Game Card Menu

Several menu items provide different views of your game.

My Game: Click here for links to access your game cards.

Leader Board: See all of the players in the game with their current score sorted by highest to lowest score. Click on the score to see their personal game card ([video demonstration](#)).

Game Board: See the most recent activity by all players in the game. This is a quick and easy way to comment on other player's posts or award You Inspire Me points ([video demonstration](#)).

Highlights: See the "Highlight Reel" of a player's most awesome posts that they mark to share with everyone ([video demonstration](#)). You can select 7 highlights in a 12-week class and 6 highlights in a 6-week class.

Coach View: See a picture of all of the players organized by team and coach. Click there score to view their game card.

Reports: See a compilation summary of player posts (a report) for a particular game card question or item in Power Ups, Actions and Big Wins. Click on the desired game card question or item to view the report ([video demonstration](#)).

WHAT IS COACHVILLE?

CoachVille is both a coach training organization **and** a social network for coaches. Let's start with the training organization.

An ICF Accredited Coach Training Program

CoachVille is a place where you can get a complete, hands-on, International Coach Federation (ICF) approved **Accredited Coach Training Program (ACTP)**. You can take the Complete Program, the Starter Program, or *a la carte* classes according to your learning objectives and goals.

Our standards for coach certification and coach training guidelines are in line with or higher than what are required by the ICF which places you in an elite group of masterful coaches.

Who Is It For?

Brand New Coaches

For brand new coaches we have beginner through advance courses. Most of our curriculum also helps get you to the graduate or certified level you may be pursuing both with CoachVille or the International Coaching Federation (ICF).

Veteran Coaches

Veteran Coaches – Most of our curriculum can be used for continuing education to meet ICF requirements for those who are already certified.

Coach Approach Leader

As a leader – anything from a small team to a large organization – you have been called upon to guide a group of people in an important initiative and want to tap in to the three “C”s - Connect, Co-Create and Contribute using masterful coaching skills.

Coach Approach Entrepreneur

As the CEO (Chief Everything Officer) you must become masterful in the way you engage clients, team members, partners and your community. People HATE to be managed, but they LOVE to be coached. Learning how to be a coach for your team of players rather than a manager for your workers will be the best business move you ever make!

Coach Approach Life:

The Coach Approach Life is a life of connection, co-creation and contribution. You have worked hard and accomplished a lot. Now it is time to transform your experience, knowledge and wisdom into a major contribution to the lives of others. The Coach Approach is your gateway to greater purpose and deeper meaning but also continued growth in new and surprising ways! You can move people away from the industrial “command, control and compliance” into *connection, co-creation and contribution*.

HOW DO WE PROVIDE TRAINING?

We deliver training via teleconference, game card systems, audio archives and e-courses.

Teleconferences

Most of our classes are conveniently held via teleconference over the phone using the MaestroConference system. You can call in with a land line, via Skype, Google-talk or **name brand** calling card (*Note: Magic Jack and no-name cards do not work well*). Each telecourse comes with an online syllabus for each course accessible through the CoachVille Website that contains printable handouts, playbooks, audios and video links. Most classes are 2.0 hours each and are held on Tuesdays and Wednesdays in either a 2pm – 4:00 pm ET time slot or an 8pm – 10:00 pm ET time slot with additional question and answer time available immediately afterward with the instructor.

Game Card System

Each course has a Game Card system that incorporates the spirit of play and friendly competition. The game card system allows you to connect and interact with your classmates between scheduled classes to share your personal perspectives and get the perspectives of others. It is also designed to reinforce your learning and encourage you to practice the concepts.

Audio Archives

The syllabus contains audio archives of the class so that you can get a jump start preparing for class by listening to the audio or deepen your learning after class. The recordings are of a previously held iteration of that class. The one exception is the Mentor Coaching Group class due to the nature of the class contains no audio archives.

Coaching Demonstration Recordings

Each class has recorded coaching demonstrations to help facilitate your learning of the method or skills being taught. These recordings are accessed from the class game card. Listen to these recordings, and take notes of your observations, questions and highlights. There is a discussion of the coaching demonstration in each class so come prepared with your notes. You can also share your observations, questions and highlights in the game card. The only exceptions are the Step Up and Stand Out class and the Group Mentor Coaching class. These classes do not have demonstration recordings because of the nature and content of the class.

Anytime Lifetime Access

You have *Lifetime Access* to your program and classes. After you have taken the class, and you want to go back to review a portion or all of the class you can still see the completed game card, download the documents in the syllabus or review the audios. If a few years down the road you want to refresh your learning, you can re-take the course at no cost to you.

E-Courses

We have many e-courses that you can take on your own at your own pace on your own time schedule for your personal development.

A SOCIAL NETWORK FOR COACHES-BENEFITS

Our desire is to produce great coaches who are well connected to a network of colleagues. Being well connected to a group of your colleagues is an essential component to developing a successful thriving coaching practice. It is part of designing your network environment.

Benefits of a Well Connected Coaching Network

Combats Isolation. There is a great desire to have the autonomy to work from home. But, often we become disconnected and *too* house-bound. We lack interaction, and we may not have enough coaches in our own neighborhood. Staying connected to our coaching colleagues is important for inspiration, development, and support.

Refer and Get Referred. Each of us has an ideal client, or a sweet spot in coaching. We may have a client that may not be a great fit for us but would be a perfect fit for another coach. Instead of just turning down a client or not knowing what to do, having a well connected network of coaching colleagues helps empower us and gives us a great sense of professionalism to be able to refer a client to a coach or get referred by a coach. It is a very powerful abundant place to come from. We provide as many possibilities to connect with your fellow coaches as possible.

HOW WE HELP YOU CONNECT

Your Program or Class Home Page

Once you have logged into the CoachVille member site, and you have clicked the link to enter the Home Page for your class, on the left, you can view:

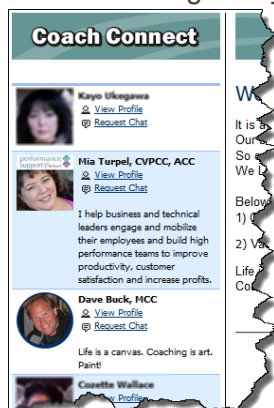


Figure 19 Coach Connect

Below the list, you can 'friend' them by clicking **Let's Be Friends**, you can view your friends, including those online now, by clicking **My Friends** in your own profile under Connections.

CoachVille Mail: When you receive a message from someone,

a **You have 1 new message** notification displays in red at the top of the screen between the **My Account Menu**, and **Welcome, (Your Name)**.

Note: When viewing your own profile, you will notice that the **Chat Now**, **Send Me CV Mail** and **Let's Be Friends** links are not visible, because you can't chat, email or friend yourself. Instead, you will see a **Read CV Mail** link and a **My Friends** link.

Last 10 Visitors: This link allows you to see the last 10 class visitors. Since they are not currently online, you can't request a chat, but you can view their profile by clicking the View Profile link, or send them a message by clicking the Send Mail link.

Dyad Partners: In every class you are partnered with a fellow student to engage in practicing coaching in a safe environment. We call this fellow student your *dyad partner*. This is a fantastic opportunity to really get to know a fellow coach. There are occasions when someone is absent and you are rotated with another coach that is not your dyad partner, which gives you more opportunities to connect and engage.

Class Colleagues: Each class is highly interactive and even though a class member may not be a dyad partner, you will still get to know them through sharing and engaging as a group in the teleclass.

Coach Connect: (In older classes this says "Online Now.") This tells you which of your class colleagues are currently logged in. A photo of your colleague is displayed as well as a "Request Chat" link and a "View Profile" link.

Request Chat: This link opens a chat window to send an instant message to your colleague that they can reply to.

View Profile: This link opens their profile so you can read more about them. Under the Connections section, you can send them a message by clicking the **Send Me CV Mail** link. You



Figure 18 Connections

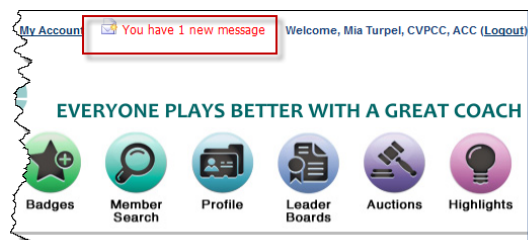


Figure 20 Message Notification

Social Media: We invite you to connect with us in social media. Invite your friends to connect too! We have private Facebook groups just for our students to connect and support each other, or connect on Twitter, YouTube, Google+ or LinkedIn.

Facebook and Private CoachVille Facebook Groups



Like our Facebook Page: <http://facebook.com/CoachVille>

Connect with other students in our private Facebook groups:

- **CoachVille Student Playgroup:** In this group is about being bold, kind, extraordinary, fun, playful, and all about growth and mastery!
- **CoachVille Coach Knowledge Assessment (CKA) Study Group:** This private CoachVille group is focused on helping each other prepare for taking the International Coach Federation Coach Knowledge Assessment which is now required as part of the ICF certification process.
- **CoachVille Play BIG Team:** This group supports students to Play Big, connect and share about themselves, share resources, share big wins, as well as share ideas and challenges. Join get connected, and share!

How to join: Send an email to lindadrake@coachville.com with the email address associated with your Facebook account, and she will send you an invitation to join any of the Facebook groups.

Twitter



Follow us on Twitter: <http://twitter.com/CoachVille>

YouTube



Subscribe to our YouTube Channel: <http://www.youtube.com/coachville>

Google+ (Google Plus)



Connect with us on Google+: <https://plus.google.com/+Coachville>

LinkedIn



Follow us on LinkedIn: <https://www.linkedin.com/company/coachville>

COACHVILLE METHOD COURSES:

Summary of Curriculum

CoachVille provides 3 Method Courses, 3 Skills Courses, Mentor Coaching Group, Specialty training and the Business Academy to really round out your Coaching education. We offer it in programs or a la carte, so it is flexible and it is also offered in multiple time spots to make it easy to take for people around the world.

Play-Two-Win Coaching Method

Our Play-Two-Win Coaching Method is a 12-week 9-step coaching course bringing the spirit of play into your life. Guide your player to design a winnable game, play better and win on their own terms. Transform your mindset **from** *the worker you were trained to be; focused on checking tasks off of a to-do list*, **to** *the player you were BORN to be; focused on becoming a great player and loving the game every day*.

Inner Freedom Method

Our Inner Freedom Method is a 12-week course using a 9-step process where you identify unconscious patterns of fear and transform them into a powerful source of energy. You *transform* your players' mindset **from** *the unconscious mind and emotions are dark and mysterious and must be avoided*, **to** *fear is a teacher and the unconscious mind is a vast resource of wisdom and power*.

World Power Method

Our World Power Method is a 12-Week course incorporating a 9-step process where you will amplify the "9 Environments of YOU™" with Power Patterns for the player and their vision of greatness and transform their world into a personal success academy. Transform their mindset **from** *the world around them is an obstacle to be overcome or tolerated*, **to** *the world can be designed as an academy that ENSURES their success*.

COACHVILLE SKILLS COURSES:

CoachVille skills courses are the raw skills behind the method. For example, in basketball, the raw skills are dribbling, or shooting the ball. While being proficient at these fundamental skills alone won't make you a great player without other components such as strategy, the better you are at the fundamentals, the faster you will achieve mastery.

Basic Coaching Skills and Ethics

In the Basic Coaching Skills and Ethics course you will delve into and practice the ten fundamental coaching skills; also known as the core competencies. Your ability to demonstrate all 10 skills at a professional level is the basis of our evaluation process for ICF certification. We will also review common coaching mistakes in an entertaining way and explore coaching ethics in a lively group dialogue featuring challenging real life situations.

Proficiency Coaching

In the Proficiency Coaching course you will master the language of coaching and will learn the 15 Coaching Proficiencies created by the late Thomas Leonard. Transform your mindset **from** *the basic skills are all you need to know*, **to** *the proficiencies set an enticingly “high bar” for mastery*.

Advanced Communication Skills

Advanced communication is when you have total trust in your ability to speak powerfully in the moment; even when you don't know what you are about to say. Transform your mindset **from** *communication is a natural process for coaches*, **to** *there are distinctions in language that can vastly improve your coaching skill*. Learn 75 communication concepts and distinctions from Thomas Leonard's Coaching System: 15 Ultimate Outcomes, 15 Communication Style Points, 15 Frameworks, 15 Clarifiers and 15 Deliverables. This is the comprehensive coaching communication toolkit you have been looking for!

COACHVILLE MENTOR COACHING GROUP

The curriculum for the Mentor Coaching Group program is YOU. In a small group of 10 coaches and one ICF Certified Mentor Coach (PCC or MCC) you will deeply explore YOUR real world issues, challenges, questions and case studies as well as the ICF core competencies. Each session will be driven by your needs and those of the rest of the group. We will expand your coaching skills and develop both competence and confidence in your role as a coach.

COACHVILLE PRACTICUMS

CoachVille Practicum Participant

As a practicum participant, the Coaching Practicum is a unique opportunity to coach, be coached and observe coaching under the guidance of an ICF certified coach. It is a safe and immersive environment where learning occurs rapidly from real coaching and immediate feedback in a 5-hour intensive.

CoachVille Practicum Observer

As a practicum observer, you get to observe a practicum listening to real live coaching sessions and then masterful debriefs by an ICF Certified Coach. Learning occurs rapidly in this immersive environment.

COACHVILLE DEEP DIVE 90-MINUTE MASTER CLASSES:

Deep dive 90 minute master classes are classes that take a 'deep dive' into a single component of coaching or of a particular method that allows you to grasp it more fully and more deeply. For example, a deep dive in a particular proficiency, such as championing the client, or a deep dive on a particular topic of a method such as Play-Two-Win Method *recurring actions*.

COACHVILLE SIGNATURE SERIES COURSES

Courses in the CoachVille Signature Series are courses created by thought leaders who bring their own content to CoachVille. While not included in the Complete or Starter program, students who have purchased these programs will receive a reduced tuition for *Signature Series* programs.

Higher Ground Leadership Coaching

CoachVille has partnered with Dr. Lance Secretan to provide you with his specialized Higher Ground Leadership coaching course. Dr. Lance Secretan will describe why our contemporary leadership paradigm is broken- in politics, business, academia, healthcare, law, religion and elsewhere, and share an entirely fresh coaching approach that breaks away from the pack-a reset-that has been successfully proven by corporations, cities, states and provinces and countries

SPECIALTY COACHING

Specialty Coaching courses allow you to gain additional coaching skills to expand your coaching repertoire. While not included in the Complete or Starter program, students who have purchased these programs will receive a reduced tuition for *Specialty Coaching* programs.

Power of Groups Coaching

This Six Module course is ideal for the coach who has a full practice and is looking for a way to coach more people in less time. This course is based on the work of the world known Coach Ginger Cockerham, MCC.

COACHVILLE BUSINESS ACADEMY:

Step Up and Stand Out

In this 6-week program you will gain certainty and clarity around Who you have gained the right to coach. You will do this through exercises including:

- **The Games You Have Lived** exercise which will help you define WHO you are qualified to coach.
- **Your Coaching Manifesto** which will define WHY you coach (and will really improve the power of your web site if you have one).
- **Defining your Coaching Method** will greatly clarify HOW you teach people to play better and win on their own terms (This will REALLY improve the power of your web site and every coaching conversation).
- **The Success Stories Matrix** which will boost your credibility AND make it so easy to talk to people about your coaching.
- **Your Offer Sheet** will help you transform your experiences into tangible services.
- **The How to Talk About What You Do** Process which will make it so much easier to talk and write about your coaching services so that other people actually get excited about it!

Expect Yes, Get Yes

(This class is available through self-directed audio only.) In this program you will design a complete recruiting method to sign paying players with confidence. Transform your mindset **from** *I am uncomfortable selling to clients*, **to** *I LOVE recruiting players to my team*. You will learn the CEO method to Connect, Engage and Offer your coaching services to potential players. You will develop a complete recruiting methodology based on the incredible “7 Yeses” formula. With this method you can expect a “YES” from your potential player before you even ask them to hire you. In fact, most of the time, you won’t have to ask because they will ask YOU to Coach them!

COACHVILLE CERTIFICATION

CoachVille Associate Certified Coach – CVACC. CoachVille has aligned our certification process closely with that of the ICF to simplify the experience for our students. Our Starter Program provides a solid beginner foundation for coaches. It aligns with the ICF in all aspects of the Associate Certified Coach designation. The Starter Program provides you with the education hours, mentor hours and practicum experience needed to submit via the Approved Coaching Specific Training Hours ([ACSTH](#)) path to the ICF.

CoachVille Professional Certified Coach – CVPCC. CoachVille Professional Certified Coach - CVPCC is the prestigious designation given only to those who have finished the Complete Program at CoachVille, received a score of PCC or MCC on one or more practicums and have also completed the full certification requirements.

The Complete Program is our Accredited Coach Training Program (ACTP) designated by the International Coach Federation (ICF). Once you have completed all of the requirements and receive your CoachVille certification, you are then eligible, with the addition of your logged coaching hours, to submit for either your [ACC](#) or [PCC](#) certification with the ICF through the ACTP path with the addition of your coaching log (ACC requires 100 logged hours, PCC requires 750 logged hours), and passing the ICF [Coach Knowledge Assessment](#).

ICF CERTIFICATION: WHAT IS THE “ACTP” OR THE “ACSTH” PATH?

The International Coach Federation has **three** paths to apply for certification: the Accredited Coach Training Program (ACTP) path, the Approved Coach Specific Training Hours (ACSTH) path and the “Portfolio” path.

To apply via the **ACTP** path, you must have attended an ICF approved coaching program like the **CoachVille Complete Program**. Our standards for coach certification and coach training guidelines are aligned with *or higher* than the ICF.

The **ACSTH** path is for coaches who have completed training via an Approved Coaching Specific Training Hour (ACSTH) program or a partial ACTP program (like our **Starter Program** or **Summer Intensive Program**).

The “portfolio” path is for those who have *not* graduated from a complete start-to-finish ACTP program (like our Complete Program), but have completed a portfolio of coach training courses. This path allows you to submit your portfolio of courses and take the ICF’s own examinations to

obtain a credential. A student who uses this path probably just needed one or perhaps two more classes to meet the ICF certification requirements.

Explanations of CoachVille Certifications and ICF Certification

CVACC (CoachVille Associate Certified Coach)– Leads to ICF ACC - ACSTH Path

Our **Starter Program** is a solid beginner foundation for coaches and provides you with the education hours, mentor hours and practicum experience needed to apply for your ACC via the **ACSTH path**.

CVPCC (CoachVille Professional Certified Coach)– Leads to ICF ACC or PCC - ACTP Path

The CoachVille Professional Certified Coach - CVPCC - (formerly CVCC) is the prestigious designation given only to those who have finished the **Complete Program** at CoachVille. This means all Complete Program courses and CoachVille certification requirements are complete including one practicum scored at PCC or MCC level. Once you receive your CoachVille certification, you are then eligible with the addition of your logged coaching hours to submit for PCC certification with the ICF through the ACTP Path.

If you have completed the Complete Program but have not yet accumulated 750 coaching hours, you can first submit for your ICF ACC and later upgrade to PCC by adding your newly accumulated coaching hours without additional education requirements other than the ICF required 40 Continuing Coach Education (CCE) hours needed every three years.

Roadmap to CoachVille and ICF Certification

The Roadmap to CoachVille and ICF Certification is a step by step map to guide you through your certification journey. To download a Roadmap to CoachVille and ICF Certification for the Associate Certified Coach and Professional Coach levels follow these steps:

1. Login to CoachVille
2. Click on the Member Services link
3. Click Graduation Certifications
4. Click either the Complete Program or the Starter Program Roadmap links

Request a Student Advisory Session

Request a student advisory session by sending an e-mail to help@CoachVille.com with "Student Advisory Session Request" in the subject line, and your name and contact information in the message. A student advisory session is a coaching session in and of itself. We cover your coaching training goals, and desired outcomes. We make sure you are on track, show you what's next, and keep you on track on your roadmap to graduation.