



# Guidelines for Successful Virtual Coaching

Holding a coaching session online can seem very different from a face-to-face session. However, it is not that difficult and will be as successful if you follow our guidelines.

All our online coaching takes place on the Zoom platform, and you will be able to book your time and receive a link from the coaching section of your Library on My Crazy for Change.

## Guidelines

1. If you have not used Zoom before, allow yourself 15 minutes to download, instal and familiarise yourself with the app well before your scheduled start time. The app can be downloaded from <https://zoom.us>, where you can set up a free account.
2. Please activate the Zoom link five minutes before the each session to allow time for the Zoom app to open and connect.
3. Use headphones and a microphone for improved sound quality.
4. Treat online coaching as you would a face-to-face session.
5. Turn off phones and other distractions. If you are at work move away from your desk and use a conference room for the call. If at home, arrange for someone to look after children and pets.
6. Advise colleagues or family members of your commitment to the call and need to avoid distractions.
7. Confidentiality is important so make sure your call will not be overheard.
8. Prepare for the call by sitting quietly in private for 10-15 minutes prior to the call.
9. Double check the time of the call, especially if overseas and or around the time clocks go forward or back
10. Please be on time.
11. Please make notes after the call using the private facility in your Library on the My Crazy for Change Platform, or any other method that suits you.
12. You can request that the session be recorded and if so the recording will be sent to you immediately after the session
13. Set up a confidential coaching folder on your computer to hold notes and recordings