

The
ACT Program from TLC
Real Training for Real Coaches



ACT Sponsoring Organization's Packet

How to Bring the ACT Program to Your Organization

By Tony Stoltzfus

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ACT Facts

Here's a quick overview of the top ten benefits of the ACT Program for your organization

1. Training that transforms

Seminars are good at transmitting skills and information. But if you want to transform the whole way you function, training over time is far more effective. Habits, values and behavior patterns only change with repeated practice and reinforcement over time—just what the ACT program is designed to provide!

2. Get your leaders coaching in only 9 weeks

This intensive, accelerated coach training program will have you ready to start coaching confidently and effectively in only two months.

3. Practical skills you'll use every day

Coach training can revolutionize your conversations—you'll learn to listen better, ask powerful questions, go deeper in relationships, and empower others to grow and reach for their destiny. Those are skills you can use every day of your life.

4. Professional-caliber training at an affordable price

The ACT program uses the same trainers, materials and methods TLC uses in our year-long professional certification program. You get to work with professional trainers and top-quality materials in a cost-effective group format that is accessible to leaders at all levels.

5. We bring the training to you

The ACT program includes two workshops designed to be done on-site at your organization. The rest of the program is delivered entirely through phone and tele-class sessions. The ACT program lets you invest in training, not in travel—compared to what it would cost to fly a group of your leaders to a conference, it's a real bargain!

6. Learn coaching by being coached

Each participant receives personal, one-on-one coaching from a professional coach - included at no extra charge! You'll get the invaluable experience of being coached, plus a chance to get personalized feedback on your own coaching skills.

7. Training that fits your schedule

The ACT program makes it easy to fit coach training into a busy schedule. Because it is broken down in bite-sized chunks over a period of time, schedule impact is minimized and nobody has to miss work to participate. Plus, your group sets its own schedule, letting you choose times that work for everyone.

8. Ongoing support to ensure success

With most training events, fewer than 1 in 10 participants put into practice what they've learned. Want to do better? The ACT program provides 12 weeks of support after you start coaching, to make sure you get off to a great start. *Everyone* actually puts their new coaching skills into practice!

9. Receive a real coaching certification

When you complete the ACT program, you are certified as a "TLC Growth Coach". You get a real credential from TLC, one of the largest Christian coach training organizations in the world.

10. Get credit when you go further

If you fall in love with coaching and want more training, you can join TLC's professional coach training program any time, and get credit for what you've already done. In fact, by taking the ACT program you are over one quarter of the way toward completing a full professional coaching certification!

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Learn More about ACT

Want to learn more about ACT? TLC provides a variety of informational resources you can use to understand the program and to recruit prospective coaches from within your organization. Here's an overview:

1. The ACT Web Site

Visit www.ACTProgram.net to tap into a wealth of information about the program. From the site you can download an e-brochure on the program, the trainee packet and more. Make sure you also visit www.TransformationalCoaching.com for more info on TLC's values and our other training programs.

2. The ACT Brochure

Available through your trainer or from TLC, these color brochures describe the program in detail and are great for recruiting your group of coaches.

3. The ACT Manual

Every ACT participant receives a 100 page color manual of coaching exercises, handouts and input CDs. Ask your trainer for a look.

4. The Trainee Packet

This packet includes everything a prospective coach needs to know to make a great decision to get ACT training. It is available for download as an Adobe Acrobat (.pdf) file.

5. Testimonials

See pages 5 and 6 for a set of testimonials from previous participants in the ACT program.

6. How to Get Started

Page 7 of this packet has step by step instructions for how to bring ACT training to your organization.

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What People Are Saying About ACT

"I've been to three different coach training workshops, and this was the best."

Pastor

"It was fabulous! It took me three levels beyond where I was before."

Pastor

"The best compliment a teacher can receive is that they live and model what they teach. You did that!"

Teacher

"Our church's ACT trainees have been transformed by the training and are excited about using coaching in a variety of contexts in our church. We look forward to having many coaches trained with TLC material due to its professional and practical nature. And, many of our lay coaches intend to continue training with TLC and get professional certification which will make it that much easier to train larger numbers of lay coaches in the future. We have the vision and the faith that coaching will become part of the culture of our church resulting in the transformation of both individuals and the church at large. Thanks TLC!"

Director of Counseling

"I became interested in Life Coaching as a client. The benefits are enormous and exciting as you feel empowered to reach new heights because you have a personal supporter and trainer by your side. Learning the techniques through the ACT training was even better because as exhilarating as personal change is, it is even more exciting to witness others grow."

Counselor

"Thank you! Thank you! Thank you!"

Lay Leader

"It was good—no, it was better than good."

Pastor

"The training we have received. . . through TLC has been truly life changing. This material has broadened our scope of knowledge in dealing with "relational issues" more than we could have imagined when we started. The training has not only given us tools to use helping others, but it has actually "transformed" us into who we think God wants us to be; and God is actually moving us in that direction. . ."

Lay Leader

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What People Are Saying About ACT II

"[My husband] is currently coaching three individuals from our Bible class at this time. They have all three expressed amazement at the change in their lives that has been achieved as a result of coaching."

Lay Leader

"Coaching is the best thing I have ever experienced in my life, and I have had counseling and done support groups. But lasting and transformational change has only happened with coaching!"

"The training was excellent. The trainer's expertise was key in the learning curve."

Businessman

"The highly experiential learning model was wonderful!"

"After years of leading a Bible study/accountability group with some women friends of mine, I was finding that we were increasingly frustrated about the lack of real change in our lives. We wanted to improve in different areas of our walk with God and our personal lives, but found ourselves dealing with the same issues over and over each week. We found we knew all the right theology and Bible verses but somehow weren't able to take the steps necessary for lasting change. Coaching has added a new dimension to our accountability to each other... It's amazing how the answers or solutions to real change are within our minds, but we never spend much time hearing them. Coaching helps us to figure how to make lasting change through... choosing to be held accountable for goals we set."

Lay Leader

"I can't wait to see what wonderful things God has planned for me in ministry and those He allows me to minister to. I think I have a focus and enthusiasm now after going through the ACT training that I did not have before..."

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ACT Now! (How to Get Started with ACT)

Below are seven steps to getting started with the ACT Program:

1. Find a Trainer

The ACT program is presented by certified TLC Coach Trainers. To find the right trainer for you, view a list of qualified trainers at www.ACTProgram.net, or contact TLC at 888-TLC-2234.

2. Get Signed Up

Sit down with your trainer and clarify expectations for the program. Make sure you understand how the program is structured, what it costs, and what is included. Your trainer will provide literature and a contract that spells out the details.

3. Set a Start Date

The program begins with the Phase I workshop. Set a date for this opening event (other dates will be set at the workshop) to get things rolling.

4. Designate an Administrator

You'll need to provide an administrative contact to get things organized on your end (for instance, setting up workshop venues, collecting contact information, etc.) Your TLC trainer will work with the administrator to make sure the program runs smoothly.

5. Prepare to Promote

This packet includes promotional materials you can use to recruit potential coaches (and publicize the opening workshop if you choose to open the first half to the public). Color brochures for the ACT program are available through TLC or through your trainer. The ACT web site (www.ACTProgram.net) also includes a wealth of information on the program.

6. Recruit Your Trainees

You'll need to recruit a group of at least 8 prospective coaches to go through the program together. We've provided a trainee's packet on the ACT web site to make sure trainees have all the information they need to make a great decision on whether to become an ACT coach. *You must get a signed Trainee Contract (the form is in the trainee's packet) from each trainee before they begin the program!*

7. Finalize Training Group

Send a final list of your trainees and their signed contracts to the presenter two weeks before the opening workshop.

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Workshops Logistics

Room Requirements

Venue requirements are fairly simple. You'll want a room that seats several times the number of people who are in the workshop, so that it is easier for people to find a quiet corner during breakouts. Too many people in a small room can get so loud it is hard to hear during the role plays. Having a few break-out rooms available can make things if a large room isn't available.

Best is a room with tables that can be arranged to seat groups of four. A room with moveable chairs also works. A room with pews or fixed seating will be an impediment to the workshop, since it makes it very difficult to arrange breakout groups.

For groups over 25 you'll find it helpful to have a sound system; for groups over 40 a microphone becomes essential to be heard during the role plays.

Miscellaneous Requirements

Attention to several details will help the workshop go smoothly:

- 1) **Schedule:** The workshops normally run 8:30 to 5:30 with a one hour break for lunch.
- 2) **Refreshments.** We've found that too much food can be a distraction: people tend to get up and get something to eat during the breakouts instead of just at breaks. At minimum, provide water. If you want to do more, a simple plate of nuts or trail mix at each table lets people munch without getting up.
- 3) **Arrive Early.** The administrator should be at the workshop 30 minutes in advance to open up the building and help the presenter get situated.
- 4) **Name Tags.** Name tags are very helpful for the presenter, especially for larger groups.
- 5) **Accepting Payment.** The administrator should be prepared to accept payment for manuals (unless this has been collected beforehand) and pass out handouts and manuals as participants arrive.
- 6) **Book Table.** If arrangements have been made for a book table, please provide table space and an individual to man the table to sell materials during the breaks and before and after the workshop.
- 7) **Trainee Contracts.** Each trainee must sign the trainee contract before or at the first workshop. Make sure you either have signed contracts or you have copies for the trainees to sign when they pick up their materials before the workshop.
- 8) **Pencils and Paper.** We suggest having pens or pencils and scratch paper on hand for those who forget.

Opening the Workshop to the Public

The first half (the morning) of the Phase I workshop can be opened to the public. If you are bringing coaching into your organization, this is a great way to get people familiar with coaching at the grassroots level and build a "buzz" for coaching. Please make arrangements with the trainer before the workshop if you wish to open it to the public. If your group is larger than 40 it may be necessary for the presenter to bring an additional trainer or coach along to manage the workshop. The workshop is designed around interactive role plays done in breakout sessions, and too large a group means that participants get very little individual feedback from the trainer. Again, make sure you communicate clearly with your trainer about opening up the workshop and how many will attend.

It is important to keep the final three sessions, which include the ACT program orientation, "closed" to give your training group a chance to bond with each other and with the trainer. Please do not open the entire workshop to the public!

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Guidelines for Selecting Coaches

The success of your coaching program depends to a large degree on the people who become your coaches. A group of coaches who are passionate about transparent relationships, learning from life and investing in others can transform your organization. Making great choices about who to train as coaches is the first step to building an excellent program.

What Makes a Great Coach?

We've identified five qualities that we look for in a prospective coach: character, calling, motivation, responsibility and relational skills. Here's a brief look at each one:

- **Character:** Look for someone who is a solid believer with a life that is worth imitating. Individuals whose character commands respect are more effective coaches.
- **Calling:** Coaching is investing in others to develop them, so individuals with a passion for leadership development make great coaching candidates.
- **Motivation:** Since the ACT program is a major commitment, the best candidates are genuinely excited about going through it. Target people who love to learn and are always growing.
- **Responsibility:** a superb coach is faithful, consistent and reliable. Coaching is all about personal responsibility.
- **Relational Skills:** Since coaching is relational and conversational, a knack for relating to others and putting thoughts into words is a great asset to a coach.

Red Flags

We've also identified some qualities that don't lend themselves to coaching:

- **Negative:** A prime task of a coach is providing support and encouragement. Those who consistently tune into the negative or have an overly critical outlook on life struggle to do this.
- **Needy:** A degree of emotional neediness that makes it difficult to focus intently on the needs of someone else makes it very hard to coach effectively.
- **Rigid:** You coach someone toward their values and ideas, not your own. Rigidity, legalism, or the need to always be right don't mix well with coaching!
- **Stagnant:** Coaching is about setting goals that lead to personal growth. An individual who isn't growing won't be very good at helping others grow.
- **Isolated:** A key coaching skill is the ability to form transparent relationships quickly. An inability to make friends or maintain healthy relationships must be addressed before that person can coach.

Participants in coach training will certainly experience growth in these areas, so we aren't looking for perfect people or ruling out someone who has a growth issue in one of these areas. Just use this as a guide to sort out those who are most and least suited to this role.

Evaluation Worksheet

We've also provided an evaluation worksheet on the next page to help you assess potential ACT coaches. The more boxes you check for a given candidate, the better!

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Worksheet: Identifying Prospective Coaches

Character

- Is this person a mature believer?
- Does this person have the kind of life you'd consider worth emulating?
- Can you easily name several areas where God has deeply shaped this person's character and behavior?

Calling

- Does this person have a track record of investing in others to develop them as leaders?
- Is this person currently involved in mentoring, coaching or discipling at least one other individual?
- Does this person love to see others grow, change and reach their potential?

Motivation

- Is this person excited about the opportunity to grow and develop new skills in the ACT program?
- Is the individual genuinely interested in and oriented toward learning coaching to help *others* grow? (Or does their interest mainly stem from a desire to *be* coached?)
- Is this the kind of person who is always growing and learning something new?

Ability

- Is this person a leader, currently involved in leadership or often having been involved in leadership in the past?
- Does this person show an aptitude for working with others?
- Is this person articulate and able to effectively put thoughts into words?

Responsibility

- Could this person realistically give 2.75 hours a week to coach training? (Or is he or she constantly overloaded or unable to consistently maintain priorities?)
- Is this person self-motivated and able to complete projects without supervision?
- Has this person proven to be faithful and reliable in the past?

Relational Skills

- Does this person generally get along well with others?
- Does this person form close friendships and mutual peer relationships?
- When you talk to this person, do you feel listened to?