



# Live Coaching Session Guidelines



# Hello!

I'm really looking forward to lending my support to you during our live coaching sessions.

The info in this brief document will help you become comfortable with the structure of our group sessions so you can make best use of our time together.

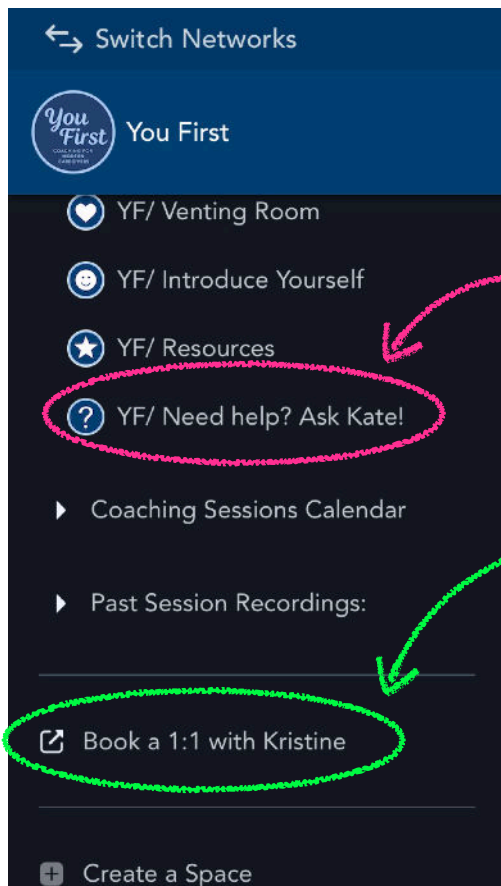
If you have any questions that are not answered here, feel free to post them in the **YF/ Need Help? Ask Kate!** section of our online platform.

(The Start Here Packet will help you get up and running on our community platform.)

You are also welcome to book **private** coaching sessions with me at a special rate.

Hope to see you soon!

*Kristine*



## Can I join our sessions late or leave early?

**Yes.** You are welcome to come and go as your schedule permits.

## Do I have to RSVP for the sessions?

**No.** If you'd like to receive automated reminders of the sessions, you can click the "going" or "maybe" buttons that you'll see in the Live Coaching Sessions posts.

## Do I have to have my camera on?

**No.** It's important for you to feel comfortable and to be able to join us "as is".

## Do I have to participate in the coaching sessions?

**No.** You are welcome to come and just listen.

Listening to other caregivers being coached will help your mind start to shift – that's why the format of group coaching is so powerful. Very often, when your brain is listening to others working through their stuff, it is more relaxed which allows it to easily make connections and discoveries useful within your own life.

Also, I will NOT call on you or put you on the spot during a session. I might say "Hi" to you, but I will never force anyone to participate unless they volunteer.

## How do I let you know that I'd like to be coached?

Raising your hand digitally in the Zoom room lets me know that you would like to work with me, and helps me manage our time. (Click the "raise icon" in the "reactions" section at the bottom of the Zoom screen.)

I may not be able to work with every member at every session, but I have no doubt everyone will gain some valuable insights each time they attend (or listen to a recording of) one of our sessions.

If you have a time sensitive or pressing issue, there is always the option of booking a private session with me. (There's a link for this in the main navigation.)

## Can I ask you questions in the Zoom chat?

When I'm coaching I prefer not to look at the chat feed – so I may or may not see or respond to written messages during our sessions. I always read through the chat feed after each session though.

Often my assistant will join us for the session and be active in the chat feed. She will definitely help you if she can and you can always reach out to her in the **YF/ Need Help? Ask Kate!** section of our online platform.

## I don't want to ramble... so what is the best way for me to ask my question?

**It's great to state your name and your caregiving situation first** because that lets other members know who is in circumstances similar their own.  
(Example: *"I'm Kristine and I'm caring for my sister who has a chronic illness."*)

**Then, it's best to ask the issue or question you want my help with – right up front.** I understand the urge to put everything in context by sharing all of the details *first* (before you get around to the actual question), but trust that **I will ask you** for as much background details as I need in order to give you helpful, relevant guidance. My goal is not to rush anyone, but the time constraints of our group sessions require that we **get to the heart of the matter** as quickly as possible.

(Private sessions with me are always available if you desire more space to dig deeper and examine something in greater detail.)

**Also, the focus of this coaching is always about YOU.** How can I help **you**, the caregiver. Caregivers are (understandably) concerned with the person they are caring for, and so they are used to giving updates about *that* person... but I want to stay focused on you. How is what's happening impacting you? What thoughts are spinning in your head? In what ways are you leaking mental energy? What do you need help with? (The You First Reflection Guidebook is a great resource to turn to when you are wondering what you and I can work on together.)

## Why do you spend more time coaching some members than others?

There are several reasons why I might spend more time coaching one person than another. Sometimes I am letting a newer member speak a bit longer so I can “see how their brain works”. Other times I may feel that the topic we’re discussing has a great deal of value for *many* of our members so it’s worthwhile to dig a little deeper into it. Sometimes I’ve decided it’s valuable to give a member the space to think about something so they can pull an answer out of their own heart and mind. Other times, when I know the person (or the issue) well enough, my feedback to someone may be more direct and brief.

A lot is going on in my coaching brain – always with the goal of helping the person being coached **while also** helping our entire group gain some useful insights.

## What if I raise my hand to get coached but don’t get called on during a session?

I keep track of who I work with from session to session so I can make sure I’m rotating through the members as fairly as possible. If I did not get to you during a previous session, I will put you at the front of the line for the next one. I make my best efforts to manage our session time wisely.

## If I want to ask you a highly sensitive question, can I request that you pause the session recording?

**No.** While I have great respect for the tender and sensitive nature of what caregivers need to discuss, allowing yourself to be recorded when we work together in the group session is a requirement – and it’s also a way you are paying it forward to the caregivers who will listen to these recordings in the future. I encourage you to book a private session if that would be a more comfortable setting in which to get the support you need. (There’s a link for scheduling private sessions in the main navigation.)

# Participation Policy

We, the founders, coaches, and support staff at You First, are invested in upholding and exemplifying the following tenets so that we can provide guidance and foster community in an atmosphere conducive to positive personal growth.

Your payment for and participation in this group program signifies both your **willingness** to embrace and maintain all four tenets of the Participation Policy and your **understanding** that transgressions will be taken seriously and will likely result in a termination of your membership.



## 1) We are committed to maintaining supportive, safe spaces.

You are encouraged to **support** your fellow members by holding space for them, celebrating them, and sharing resources and ideas with them.

That said, you are required to help your fellow members feel **safe** by refraining from offering any type of **unsolicited** advice, tips, feedback, or coaching (on any topic, personal or professional). When you have the desire to share something that you think will benefit a fellow member, first **ask** if they are **open** to receiving your suggestion before you offer it – let **them** determine when the timing might be right for an exchange with you, and be gracious if they decline. Trust that everyone is on their own journey in their own perfect timing and it is not your job to fix or save or coach them.

With this commitment, you are helping to create a space where everyone can feel comfortable and at ease.

## 2) We are committed to preserving confidentiality.

Our coaching sessions and community connection platform are most powerful when members can be open, specific, and candid about their circumstances and challenges. To that end, you agree to keep the information shared by fellow members within our sessions and on our platforms **confidential**.

With this commitment, you are helping to create an environment of mutual trust.

### 3) We are committed to communicating with emotional maturity.

We expect you to take responsibility for your own energy and emotional regulation while participating in our sessions and communicating on our platform – this applies to both written and verbal interactions, personal or professional.

Each of us has good days and bad days and you are always welcome to show up “as is.” That said, we ask that when you do show up, you contribute as much focus and presence as you can in order to create a positive learning environment for you and your fellow members.

Collect your thoughts before you speak. Take a breath before you react. Reflect for a moment before you press send.

Rudeness, inflammatory comments, hate-speech, threats, and harassment will not be tolerated. Also, this is not an appropriate forum in which to share your views on politics, religion, or medical theories.

If you ever have problems, concerns, or suggestions – regarding fellow members, the coaches, the staff, or the program materials – bring those issues to our attention so we can consider whatever may need to be addressed or altered.

With this commitment, you are helping to cultivate clear, empathetic connections.

### 4) We commit to fostering intersectional social justice.

The spaces we invite you to create and occupy with us are inclusive across ethnicity, race, gender, sexual orientation, age, religion, physical appearance, physical abilities, and cognitive differences. We are antiracist and we stand with movements aimed at dismantling the white heteronormative ableist ageist colonial patriarchy.

We are committed to learning and unlearning, which means we are committed to owning and rectifying – to the best of our abilities – the mistakes and missteps we will inevitably make. These are the standards we hold you to as well.

With this commitment, you are helping to create a more inclusive, fair, and welcoming world.

The following people acknowledge and agree  
to actively support all of the above,

Kristine Oller, the support staff at You First, and **you**.