

Deliver Coaching Call - Sean Mize

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Sean Mize

You've sent out the live access email.

It's time for your first live coaching call.

Show up!

Dial in as an administrator.

Do a sound check (ask folks if they can hear you).

Turn on the recorder.

Start coaching.

Introduce yourself, perhaps:

Hi, this is (Your Name) and welcome to the xyz Coaching!

Today I am going to teach _____

Let's get started.

Take out your notes, and simply teach what you know.

After teaching, open for questions.

You can say,

Ok, that's the core training, at this time let's open for questions.

Give instructions for how to ask a question (each service may have a unique way of someone "raising" their hand to speak or you use a chat feature to see their questions).

I personally like taking live questions, it makes the call feel more comfortable for the clients, and makes the call feel more personable across the board.

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But if you are timid and afraid of taking live questions . . you can use a chat feature.

I don't care for chat as much because of the time and distraction of reading the questions.

BUT . . . it does allow you to have more control over the quality of the questions, and more clients tend to feel comfortable asking questions with chat.

So . . use what works for you!

As your coaching program grows, you may need to change the interaction method, especially if too many folks are asking live questions for the time allotted.

If you get to where you can't keep up with the chats coming in, or there's a lot of irrelevant discussion in the chat box, you can hire a virtual assistant for the time of the call to cull the questions and use a messenger service like skype to send you ONLY the relevant questions.

One more hint:

If your service permits it, record your main teaching and q and a separately. This makes it easier to immediately upload the main recording of your coaching call without having to do any edits.

Trust me, when you do 1-3 calls per week like I do, for 10 years straight . . . the more streamlined you can be about the process, the easier it feels to coach week after week, month after month, year after year!

One final word of wisdom:

It's okay to be afraid the first time.

They can't bite you over the phone.

If you don't know the answer to their question, you can say, I'm not sure how I want to answer that, or, I'd like to give that some thought, or even, I'm not sure . . .

Can I shoot you an email later this week with the answer?

No one ever says no!

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Have no fear of not knowing all the answers . . . we are all human, and don't have all the answers. Your clients will be understanding!

This can be really easy, and really comfortable, after a few calls . . . but you do have to just do the first few calls to get to the "after a few calls" point!

Just do it!

Sean