

QuickStep Coaching Practicum[®]

Training & Etiquette

What is a Teleclass?

A teleclass is a live, interactive workshop that is conducted over the telephone like a conference call. It consists of a group of students gathered together in a telephone class for the purposes of learning. Teleclasses are highly interactive and makes long-distance learning much more cost effective than face-to-face classes. They consist of lecture, discussion, in-class practicum coaching, and coach-specific mentor training.

In many ways, our teleclasses are run like University continuous learning classes. There is a pre-determined topic with an experienced coach trainer facilitating the call. Students are invited to participate in discussion and raise questions or challenges for consideration among the group.

Why Teleclass Training?

There are some very good reasons for Teleclass instruction:

- 95 percent of our graduates coach by phone
- Coaching over the phone allows a client to go deeper more quickly as it removes the wall of face-to-face meetings
- If you can learn to coach over the phone through our practicum work and buddy coaching, you can easily then coach in-person
- If you learn to coach over the phone your potential clientele extends to the entire world

Learn to Coach by Phone

Each coach is required to coach and be coached on the telephone as a major part of the training. Those not participating in a coaching session are observers and share feedback. By the end of this course, you are prepared to coach for real on the phone.

Instructions

Please call using a phone with free long distance or your local carrier will charge you a long distance fee.

Once you register for a Teleclass, you will receive an email with the telephone number and access code for your Teleclass. It is best to call using a landline phone that can be muted when others are coaching.

We ask our students to acknowledge that quality or consistency of telephone line connections for teleclass participants using non-land line phones (including cell phones and VOIP connection lines) cannot be guaranteed. We ask our students to be responsible for their individual line connection and sound quality of recordings. If a recording cannot be understood clearly, it will be returned to the student with no feedback.

Be sure to put this information in a safe place where you can easily find it. All individual coaching is recorded for personal reflection and for continued learning at a later time.

What To Do Right Before the Call

Here are some guidelines to help you get ready for your Teleclass:

Step 1: Take care of dogs, kids, and other lovable distractions, then find a quiet spot in your home from which to call.

Step 2: Since you'll be actively participating on the call, use a phone with free long distance. Only use a cell phone if you must.

Step 3: Disable "call waiting" just before dialing in. Different phone companies have different procedures for doing this, so check with your local carrier for specific instructions for temporarily disabling and then re-enabling call waiting.

Step 4: If you have a two-line phone, please turn the ringer off on the second line. Otherwise, if you get a call during the session, it can cause a very shrill noise that everyone will hear.

Step 5: Call the Teleclass phone number at the designated time. (Do not call early, as another class may be finishing up.) If you hear voices, please be silent and wait for the facilitator to ask, "Hi, who joined the call?" Then introduce yourself. If you join the call late and the group is involved in discussion, wait until there is a natural pause in the conversation then share your name.

Once You're on the Call... "Teleclass Etiquette"

Here are some basic elements of teleclass etiquette to review before you call:

Noise

Find a nice, quiet space if possible for the call. Background noise, the dog barking, radio, etc., could be a problem for the other participants. If you are calling from a telephone with "music on hold" and you have to leave the call for any reason, you need to hang up and call back or use the mute button. If you simply put the phone line on hold, everyone on the call will hear the music, and it could disqualify the entire class time credit for everyone.

Breathing

Some people breathe "heavier" than others do. Most of the heavy breathers don't realize it... (who ME?) Be sure to hold the mouthpiece or telephone headset away from your mouth and nose until you are speaking. This may sound silly, but when you're on a call with a heavy breather, you'll understand why!

Speakerphones, Cell Phones, and Cordless Phones

Don't use cell phones if at all possible. There is always a chance you could get a dropped call. Speakerphones are wonderful things, but for the sake of your fellow participants, *do not* use them in a teleclass. Pick up the handset when you share and put the mute button on when you're just listening. The clarity and quality is simply much better.

Sharing

Since your fellow participants can't see you, they have no way of knowing who is speaking. When you speak, be sure to lead with your name even if you've spoken previously as in, "*Hi, this is Ed again...*" It may feel awkward at first, but it alerts others of your intent to speak and they won't be preoccupied wondering who is speaking. Don't shout, but speak slightly louder than conversational volume. If you have trouble hearing clearly, interrupt and say so.

Ask questions. Every question is a good one that others on the call might also want the answer to. Share whenever you can. Share what you're learning as well as your experience that can benefit others in the class. Enjoy the interaction among your fellow participants. You and they are what make the class work!

Troubleshooting

If you have trouble placing the call, first double-check the time, time zone, and number of the call. Most difficulties are solved with this step.

If the phone rings but won't connect, one of two things has occurred. You might have misdialed or your timing is off. Check the number and redial. If still no success, again, check to see if you have the correct meeting time.

If you receive a busy signal, it means you dialed incorrectly. Check the number and dial again. If you lose this information please check the QuickstepCoaching.com website, call your facilitator or contact one of your other team members.