



STUDENT PACKET

STUDENT INFO

NAME:

PHONE:

EMAIL:

CLASS DATES:

EMERGENCY CONTACT

NAME:

PHONE:

COACHING 102: MASTER CERTIFIED LIFE COACH

We welcome you to
Training and Certification



at the
CERTIFIED LIFE COACH INSTITUTE, LLC

Let's get started...



INSTRUCTIONS FOR USE

COACHING 102

We welcome you to Coaching 102 at the Certified Life Coach Institute, LLC (CLCI). **You must read and complete this packet before attending class.** Upon completing and signing this packet you will acknowledge that you have read, understood, and agreed to all forms, student & classroom policies, and code of conduct.

Upon submission of this form you will be redirected to your class prep and book page.

The individual sections that must be reviewed are as follows:

Cover.....	Contact & Info
<u>4.....</u>	<u>Mission Statement</u>
<u>5.....</u>	<u>Class Information</u>
<u>13.....</u>	<u>CLCI Ethics</u>
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MISSION STATEMENT

We Stand in Support of the Continued Betterment of the World.

We at the Certified Life Coach Institute, LLC believe in and support freedom, equality for all, fair justice, positive progress, and love. As facilitators and coaches, the foundation of what we do is based in learning, growth, and sharing that knowledge so the minds and worlds of others can expand and new opportunities be discovered and created.

We believe in and empower people to take action and be accountable. We support the preservation of every human being's right to freely live the life they choose without fear, prejudice, shame, or violence. We have built a business model on the cornerstones of empathy, positivism, acceptance, and shared wisdom. It is in our shared wisdom that hope for change and a better world can be found.

We at Certified Life Coach Institute, LLC have hope for a better future and we will always support the ones who are brave enough, bold enough, crazy enough, and strong enough to create that change.



COACHING 102 CLASS INFO

OVERVIEW
SYLLABUS
TIMES
SLACK



We thought you
might like to
know...

COACHING 102 CLASS INFO



Accreditation: International Coaching Federation

Hours: 37 Accredited Training Hours (ICF Level 1)

Certification: Master Certified Life Coach (M.C.L.C./M.C.P.C.)

Materials: Paperback Manual, eManual, Coaching Toolbox

Synopsis: CLCI's Coaching 102 Class is a Master Class that offers advanced training and is Certified Life Coach Institute's second 3-day accredited in-person coach training course.

Description: The CLCI Module 2 Class provides in-depth instruction and education for practicing coaches. The class focuses on the practical application of skills taught in Coaching 101, and builds upon them allowing coaches to master their skill-set. Coaching 102 integrates learning modalities, neuroscience for coaching, and team building into its curriculum along with advanced practice and understanding of ICF's Core Competencies. Coaching 102 uses peer-to-peer coaching under the guidance and instruction of the CLCI faculty to give additional pro-tools, tips, suggestions, and structure. This model ensures students have a complete understanding of coaching so that they can provide the best possible service to their clients.

Required Criteria for CLCI's Coaching 102:

- A. Completion of Coaching 101 or an ICF Coach Certification Class
- B. 10 or more coaching hours of coaching practice prior to class. 10 is the ABSOLUTE MINIMUM. We recommend you come to class with 20 or more practice hours. Having more coaching hours means you will come to class with a greater understanding of the application of the skills we will be developing in class.

Evaluation: Our certifications are given based on observation and practice, each peer-to-peer session is evaluated by the teacher and a 3rd party observer, those who demonstrate the ability to use the skills taught in Coaching 101 will receive a certification.

COACHING 102 CLASS SYLLABUS



DAY 1	Welcome	Meet & Greet and Setting Intentions
	Class Overview	Review The Coach Evaluation Sheet
	ICF Core Competency Assignment	Get To Know The ICF Core Competencies
	Break	
	Chapter 1: This & That	Defining, Clarifying, & Applying Coach Language. Instinct vs Intuition, Attachment vs Connection, Awareness vs Knowing.
	Chapter 2: Modalities of Learning	Visual, Audio, Kinesthetic, Audio Digital. Using The Senses To Coach Clients.
	Coaching Session	Coaching Session Using The Tools So Far
	Chapter 3: 5 Agreements	Coaching Application Of The 5 Agreements
	Lunch	
	Chapter 4: Grey & Black & White Thinking	Helping Clients See The World In Grey and Set Black & White Goals
	Class Activity	Can You Find The In-Between
	Chapter 5: Triangle	The Rule Of 3
	Break	
	Coaching Tooltip: Body Position	Use Of Body Language In Sessions
	Coaching Triad 1	Practiced Application Of Day 1 With A Focus On Body Position

COACHING 102 CLASS SYLLABUS



Day 2	Chapter 6: Adaptive Intelligence	Head, Heart, & Brain Alignment For Wisdom
	Chapter 7: Neuroscience For Coaches	Amygdala Hijacking, Oxytocin, Neuro-Tips For Coaches
	Coaching Tooltip: Amygdala	Exercise For Letting Go
	Break	
	Coaching Tooltip: Oxytocin	Zulu Greeting as a Group Oxytocin Activity
	Chapter 8: Human Psyche & Shadow Work	Learning To Recognize & Use The Shadow To Help Clients
	Coaching Tooltip: Tell The Tale	Projection Exercise
	Lunch	
	Chapter 9: Perception & Attention	How Perception & Attention/Inattention Affects Coaches & Clients
	Chapter 10: Colorful Thinking Skills	Learning To Think In Different Ways & Using Them To Help Clients Do The Same
	Break	
	Coaching Demonstration	Focus On Body Position
	Coaching Triad 2	Use Of Body Position Tool Applied In Triad

COACHING 102 CLASS SYLLABUS



DAY 3	Chapter 11: SAM	The Use Of Simile, Analogy, & Metaphor In Coaching
	Chapter 12: Advanced Questioning	Questioning For The Master Coach
	Break	
	Chapter 13: ICF Core Competencies	Student Experience With The Core Competencies (Day 1 Assignment)
	Chapter 14: ICF Code of Ethics	Student Experience With The Code Of Ethics (Day 1 Assignment)
	Chapter 15: ICF Coach Knowledge Assessment	Practice CKA Questions/Mock Quiz
	Lunch	
	Coaching Triad 3	3 Full Hour Sessions
	Coaching Triad 3	3 Full Hour Sessions
	Coaching Triad 3	3 Full Hour Sessions
	Break	
	Marketing Check-In	Share Progress, Breakout Groups, & Marketing Plan
	Congratulations	Graduation

CLCI CLASS TIMES

FOR THE EAST COAST (EST)

CLASS TIMES

START TIME: 10:00 AM

END TIME: 6:45 PM

BREAKS AND LUNCHESES

There will be breaks every hour and an hour long lunch break.

FOR THE CENTRAL (CST)

CLASS TIMES

START TIME: 9:00 AM

END TIME: 5:45 PM

BREAKS AND LUNCHESES

There will be breaks every hour and an hour long lunch break.

FOR THE MOUNTAIN (MST)

CLASS TIMES

START TIME: 8:00 AM

END TIME: 4:45 PM

BREAKS AND LUNCHESES

There will be breaks every hour and an hour long lunch break.

FOR THE PACIFIC (PST)

CLASS TIMES

START TIME: 7:00 AM

END TIME: 3:45 PM

BREAKS AND LUNCHESES

There will be breaks every hour and an hour long lunch break.



CLCI uses a **FREE** version of Slack, the online collaboration platform/app that allows our students and alumni to stay connected on a single platform. There are no upgrades necessary and you are free to use Slack as much as you like.

The Student & Alumni Workspace consists of three elements.

1. **Public Channels**—For students and alumni to network and interact.
2. **Private Channels**—For your Coaching 102 Class date and fellow students.
3. **Direct Messaging**—For you to network with individual coaches or seek technical assistance.

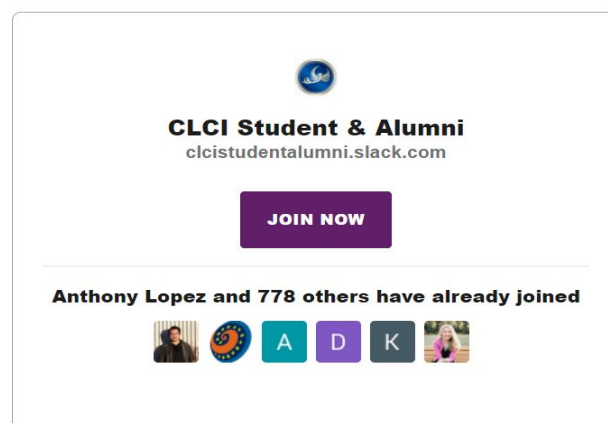
CLCI uses your private class channel to assist with technical issues, post important links, and submit class forms.

Slack is easy to join! **1 week prior to class** you will be sent an email invite or added in if you already are in Slack. Get a feel for the app and post, share, and ask questions prior to class. Your invitation will look something like this!

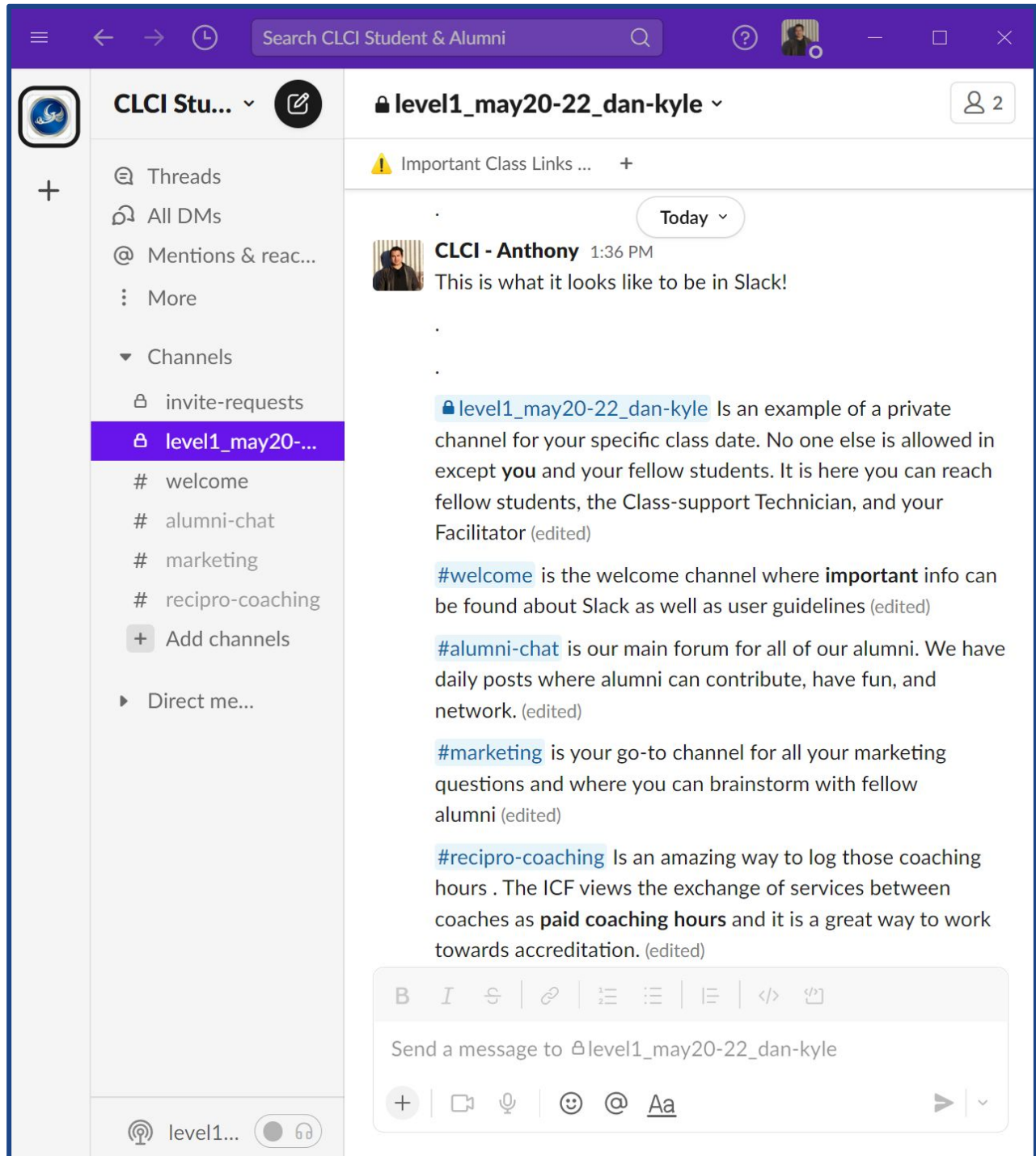


Join your team on Slack

Anthony Lopez (anthony@certifiedlifecoachinstitute.com) has invited you to use Slack with them, in a workspace called **CLCI Student & Alumni**.



What does Slack look on the inside?



**IMPORTANT! CLASS CHATS ARE DELETED 48HRS AFTER CLASS.
BE SURE TO REACH OUT TO CLASSMATES AND SAVE
RESOURCES BEFORE IT'S DELETED**



CLCI CODE OF ETHICS

PLEDGE
STANDARDS
RESPONSIBILITY



"Leaders are people who do the right thing; managers are people who do things right."

- Warren Bennis

The Certified Life Coach Institute, LLC Code of Ethics is composed of five Main Parts:

- 1. INTRODUCTION**
- 2. KEY DEFINITIONS**
- 3. CORE VALUES AND ETHICAL PRINCIPLES**
- 4. ETHICAL STANDARDS**
- 5. PLEDGE**

1. INTRODUCTION

The Certified Life Coach Institute, LLC Code of Ethics describes the core values of the CLCI (CLCI Core Values), ethical principles, and ethical standards of behavior for all Certified Life Coach Institute, LLC Professionals (see definitions). Meeting these CLCI ethical standards of behavior is the first of the CLCI core coaching competencies (CLCI's Core Competencies). That is "Demonstrates ethical practice: understands and consistently applies coaching ethics and standards."

The CLCI Code of Ethics serves to uphold the integrity of Certified Life Coach Institute, LLC and the global coaching profession by:

- 1.** Setting standards of conduct consistent with Certified Life Coach Institute, LLC core values and ethical principles.
- 2.** Guiding ethical reflection, education, and decision-making
- 3.** Adjudicating and preserving Certified Life Coach Institute, LLC coach standards through the Certified Life Coach Institute, LLC Ethical Conduct Review (ECR) process
- 4.** Providing the basis for Certified Life Coach Institute, LLC ethics training in Certified Life Coach Institute, LLC-accredited programs

The Certified Life Coach Institute, LLC Code of Ethics applies when CLCI Professionals represent themselves as such, in any kind of coaching-related interaction. This is regardless of whether a coaching Relationship (see definitions) has been established. This Code articulates the ethical obligations of CLCI Professionals who are acting in their different roles as coach, coach supervisor, mentor coach, trainer or student coach-in-training, or serving in an CLCI Leadership role, as well as Support Personnel (see definitions).

The CLCI Staff are also committed to ethical conduct and the Core Values and Ethical Principles that underpin this CLCI code of ethics.

The challenge of working ethically means that members will inevitably encounter situations that require responses to unexpected issues, resolution of dilemmas, and solutions to problems. This Code of Ethics is intended to assist those persons subject to the Code by directing them to the variety of ethical factors that may need to be taken into consideration and helping to identify alternative ways of approaching ethical behavior.

CLCI Professionals who accept the Code of Ethics strive to be ethical, even when doing so involves making difficult decisions or acting courageously.

2. KEY DEFINITIONS

- ▶ **“Client”** –the individual or team/group being coached, the coach being mentored or supervised, or the coach or the student coach being trained.
- ▶ **“Coaching”** –partnering with Clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.
- ▶ **“Coaching Relationship”** –a relationship that is established by the Certified Life Coach Institute, LLC Professional and the Client(s)/Sponsor(s) under an agreement or a contract that defines the responsibilities and expectations of each party.
- ▶ **“Code”** –Certified Life Coach Institute, LLC Code of Ethics.
- ▶ **“Confidentiality”** –protection of any information obtained around the coaching engagement unless consent to release is given.
- ▶ **“Conflict of Interest”** –a situation in which a Certified Life Coach Institute, LLC Professional is involved in multiple interests where serving one interest could work against or be in conflict with another. This could be financial, personal, or otherwise.
- ▶ **“Equality”** –a situation in which all people experience inclusion, access to resources and opportunity, regardless of their race, ethnicity, national origin, color, gender, sexual orientation, gender identity, age, religion, immigration status, mental or physical disability, and other areas of human difference.

2. KEY DEFINITIONS

- ▶ **“Certified Life Coach Institute, LLC Professional”** –individuals who represent themselves as a Certified Life Coach Institute, LLC Member or Certified Life Coach Institute Certificate-holder, in roles including but not limited to Coach, Coach Supervisor, Mentor Coach, Coach Trainer, and Student of Coaching
- ▶ **“Certified Life Coach Institute, LLC Staff”** –the Certified Life Coach Institute, LLC supports personnel who are contracted by the managing company that provides professional management and administrative services on behalf of Certified Life Coach Institute, LLC.
- ▶ **“Internal Coach”** –an individual who is employed within an organization and coaches either part-time or full-time the employees of that organization.
- ▶ **“Sponsor”** –the entity (including its representatives) paying for and/or arranging or defining the coaching services to be provided.
- ▶ **“Support Personnel”** –the people who work for Certified Life Coach Institute, LLC Professionals in support of their Clients.
- ▶ **“Systemic equality”** –gender equality, race equality, and other forms of equality that are institutionalized in ethics, core values, policies, and structure.

3. CERTIFIED LIFE COACH INSTITUTE, LLC CORE VALUES AND ETHICAL PRINCIPLES

The Certified Life Coach Institute, LLC Code of Ethics is based on the Certified Life Coach Institute, LLC Core Values and the actions that flow from them. All values are equally important and support one another. These values are aspirational and should be used as a way to understand and interpret the standards. All CLCI Professionals are expected to showcase and propagate these Values in all their interactions.

4. ETHICAL STANDARDS

The following ethical standards are applied to the professional activities of Certified Life Coach Institute, LLC Professionals:

Section I - Responsibility to Clients

As a Certified Life Coach Institute, LLC Professional, I:

1. Explain and ensure that, prior to or at the initial meeting, my coaching Client(s) and Sponsor(s) understand the nature and potential value of coaching, the nature and limits of confidentiality, financial arrangements, and any other terms of the coaching agreement.
2. Create an agreement/contract regarding the roles, responsibilities, and rights of all parties involved with my Client(s) and Sponsor(s) prior to the commencement of services.
3. Maintain the strictest levels of confidentiality with all parties as agreed upon. I am aware of and agree to comply with all applicable laws that pertain to personal data and communications.

As a Certified Life Coach Institute, LLC Professional, I:

4. Have a clear understanding about how information is exchanged among all parties involved during all coaching interactions
5. Have a clear understanding with both Clients and Sponsors or interested parties about the conditions under which information will not be kept confidential (e.g., illegal activity, if required by law, pursuant to valid court order or subpoena; imminent or likely risk of danger to self or to others; etc.). Where I reasonably believe one of the above circumstances is applicable, I may need to inform appropriate authorities.
6. Manage conflicts of interest or potential conflicts of interest (when working as an Internal Coach) with my coaching Clients and Sponsor(s) through coaching agreement(s) and ongoing dialogue. This should include addressing organizational roles, responsibilities, relationships, records, confidentiality, and other reporting requirements.

The following ethical standards are applied to the professional activities of Certified Life Coach Institute, LLC Professionals:

As a Certified Life Coach Institute, LLC Professional, I:

7. Maintain, store, and dispose of any records, including electronic files and communications created during my professional interactions in a manner that promotes confidentiality, security, and privacy and complies with any applicable laws and agreements. Furthermore, I seek to make proper use of emerging and growing technological developments that are being used in coaching services (technology assisted coaching services) and be aware of how various ethical standards apply to them.

As a Certified Life Coach Institute, LLC Professional, I:

- 8.** Remain alert to indications that there might be a shift in the value received from the coaching relationship. If so, make a change in the relationship or encourage the Client(s)/Sponsor(s) to seek another coach, seek another professional, or use a different resource.
- 9.** Respect all parties' right to terminate the coaching relationship at any point, for any reason, during the coaching process subject to the provisions of the agreement.
- 10.** Am sensitive to the implications of having multiple contracts and relationships with the same Client(s) and Sponsor(s) at the same time in order to avoid conflict of interest situations..
- 11.** Am aware of and actively manage any power or status difference between the Client and me that may be caused by cultural, relational, psychological, or contextual issues.
- 12.** Disclose to my Clients the potential receipt of compensation, and other benefits I may receive for referring my Clients to third parties.
- 13.** Assure consistent quality of coaching regardless of the amount or form of agreed compensation in any relationship.

Section II – Responsibility to Practice and Performance

As a Certified Life Coach Institute, LLC Professional, I:

- 14.** Adhere to the CLCI Code of Ethics in all my interactions. When I become aware of a possible breach of the Code by myself or I recognize unethical behavior in another CLCI Professional, I respectfully raise the matter with those involved. If this does not resolve the matter, I refer it to a formal authority (e.g., Certified Life Coach Institute, LLC) for resolution.
- 15.** Require adherence to the CLCI Code of Ethics by all Support Personnel.
- 16.** Commit to excellence through continued personal, professional and ethical development.
- 17.** Recognize my personal limitations or circumstances that may impair, conflict with, or interfere with my coaching performance or my professional coaching relationships. I will reach out for support to determine the action to be taken and, if necessary, promptly seek relevant professional guidance. This may include suspending or terminating my coaching relationship(s).
- 18.** Resolve any conflict of interest or potential conflict of interest by working through the issue with relevant parties, seeking professional assistance, or suspending temporarily or ending the professional relationship.
- 19.** Maintain the privacy of CLCI Members and use the CLCI Member contact information (email addresses, telephone numbers, and so on) only as authorized by Certified Life Coach Institute, LLC or the CLCI Member.

Section III – Responsibility to Professionalism

As a Certified Life Coach Institute, LLC Professional, I:

20. Identify accurately my coaching qualifications, my level of coaching competency, expertise, experience, training, certifications, and CLCI Credentials.
21. Make verbal and written statements that are true and accurate about what I offer as a CLCI Professional, what is offered by CLCI, the coaching profession, and the potential value of coaching.
22. Communicate and create awareness with those who need to be informed of the ethical responsibilities established by this Code.
23. Hold responsibility for being aware of and setting clear, appropriate, and culturally sensitive boundaries that govern interactions, physical or otherwise.
24. Do not participate in any sexual or romantic engagement with Client(s) or Sponsor(s). I will be ever mindful of the level of intimacy appropriate for the relationship. I take the appropriate action to address the issue or cancel the engagement.

Section IV – Responsibility to Society

As a Certified Life Coach Institute, LLC Professional, I:

25. Avoid discrimination by maintaining fairness and equality in all activities and operations, while respecting local rules and cultural practices. This includes, but is not limited to, discrimination on the basis of age, race, gender expression, ethnicity, sexual orientation, religion, national origin, disability, or military status.

As a Certified Life Coach Institute, LLC, LLC Professional, I:

- 26.** Recognize and honor the contributions and intellectual property of others, only claiming ownership of my own material. I understand that a breach of this standard may subject me to legal remedy by a third party.
- 27.** Am honest and work within recognized scientific standards, applicable subject guidelines, and boundaries of my competence when conducting and reporting research.
- 28.** Am aware of my and my clients' impact on society. I adhere to the philosophy of "doing good," versus "avoiding bad."

5. THE PLEDGE OF ETHICS OF THE Certified Life Coach Institute, LLC PROFESSIONAL:

As a Certified Life Coach Institute, LLC Professional, in accordance with the Standards of the Certified Life Coach Institute, LLC Code of Ethics, I acknowledge and agree to fulfill my ethical and legal obligations to my coaching Client(s), Sponsor(s), colleagues and to the public at large.

If I breach any part of the Certified Life Coach Institute, LLC Code of Ethics, I agree that the Certified Life Coach Institute, LLC in its sole discretion may hold me accountable for doing so. I further agree that my accountability to the Certified Life Coach Institute, LLC for any breach may include sanctions, such as mandatory additional coach training or other education or loss of my Certified Life Coach Institute, LLC Certification and/or my Certified Life Coach Institute, LLC Credentials.

Certification of the Understanding & Commitment to CLCI Ethics & Standards

I, _____, certify that I have read the Certified Life Coach Institute, LLC (CLCI) Code of Ethics. I fully understand its content. That upon signing this agreement I hereby certify that:

1. I have received a copy of the CLCI Code of Ethics
2. I read the Code prior to executing this Acknowledgement;
3. I acknowledge the importance of the Code and its contents
4. I understand my obligations as set forth in the Code and that I have a shared duty to prevent, correct and, if necessary, report suspected Code violations.
5. I commit to conduct myself in accordance with the Code at all times.
6. I understand that I am bound to comply with this Code of Ethics and if I violate the rules explained herein, I may face legal action according to applicable law.
7. I understand that I am bound to comply with this Code of Ethics and if I violate the rules explained herein my certification is subject to revocation.

Participant's Signature: _____

Participant's Name: _____

Date: _____

Participant Email: _____



ACCREDITATION & Roster

CODE



ACCREDITATION
CERTIFICATION
ROSTER



The Certified Life Coach Institute, LLC is accredited by the International Coaching Federation (ICF) and is recognized in accordance with the **ICF Program Accreditation Code of Conduct**

The International Coaching Federation (ICF) is the leading global organization for coaches and coaching. ICF is dedicated to advancing the coaching profession by setting high standards, providing independent certification and building a worldwide network of trained coaching professionals.

The ICF accredits programs (CLCI) that deliver coach-specific training. ICF-accredited training programs must complete a rigorous review process and demonstrate that their curriculum aligns with the ICF Core Competencies and Code of Ethics.

The Certified Life Coach Institute, LLC Coaching 102 class provides 37 ICF Level I Contact Training Hours.

Coaching in the ICF Coaching Model means that you have a very specific skill set. One that ICF has laid out in detail. Certification ensures that you are trained within the ICF Coaching Model and practice coaching using the ICF Core Competencies and Code of Ethics.

Furthermore, In order to gain your credential from ICF, the first step is to be certified by an ICF accredited school. Master Certification comes after 65.8 hours of training. After completing 65.8 hours of training from an ICF accredited institution you have acquired enough training and are encouraged to charge for coaching and coach in the ICF coaching model you are taught. You are also fully prepared to take the ICF's Coach Knowledge Assessment

Once you have been initially certified, you can begin logging coaching hours that will count towards your credential. Only hours acquired outside of training count towards your minimum required coaching hours in the eyes of ICF.

This makes certification the first step on the way to being credentialed.

Upon graduation of CLCI's Coaching 102 course you will receive:

1. A emailed copy of your Coaching 102 certificate
2. A digital badge hosted by Credly

Both the certificate and digital badge verify that you have completed 37 ICF Level 1 Contact Training Hours and that you are recognized as a Master Certified Life Coach (MCLC) or Master Certified Professional Coach (MCPC)

Participant Roster Agreement



In the effort to maintain accurate records and accreditation status, the ICF requires Certified Life Coach Institute to provide a contact list of participants who have completed training.

The ICF may reach out to participants in order to confirm education status and verify that Certified Life Coach Institute is delivering the full program offering to its students.

Information provided includes:

- ▶ Full Name
- ▶ Email Address
- ▶ Phone Number
- ▶ Classes Taken/Hours Completed

The information provided **SHALL NOT** be shared with organizations outside the ICF and will only be used for the exclusive purpose of maintaining CLCI's Accreditation status.

I, _____, certify that I have read the Certified Life Coach Institute, LLC (CLCI) Participant Roster Agreement. I fully understand its content and agree to have my contact information shared with the International Coaching Federation.

Participant's Signature: _____

Participant's Name: _____

Date: _____

Participant Email: _____



CLASS CONDUCT

**EXPECTATIONS
CERTIFICATION
GRIEVANCE**



*"Conviction is
worthless unless it is
converted into
conduct."*

-Thomas Carlyle

The primary focus of this section is to educate class participants about their class responsibilities and expectations. We expect all of our students to align themselves with the ICF and CLCI Code of Ethics and to conduct themselves with integrity during class.

Student Expectations

1. Come to all class meetings and be on time. If you are unable to attend class, or will be absent for more than 15 minutes please reschedule class and inform CLCI in advance via:
 - a. Email (help@certifiedlifecoachinstitute.com)
 - b. Call (714)609-6370.
2. Complete and submit all assigned homework and be prepared each day with notes or any materials needed.
3. If there are any issues that arise in class, please private message the *Class-support Technician* via Zoom.
4. Be courteous and respectful to the Facilitator, Class-support Technician, and fellow students.
5. Questions and comments are encouraged during certain times of the class, but please keep them concise. This allows for greater participation by all students. If you have a question or comment, please raise your hand (via zoom) and wait to be called on by the facilitator. In some instances, you may be asked to hold your question. This is not to negate your question/comment but to ensure instruction time is accounted for.

6. Ensure that you are attending class alone and are free from any outside distractions. No one else should be present during class.
7. During class we ask that students are present for all 3 days of Zoom classes. This means being awake, camera on, and free of any distractions.
8. Students **may not** record classes to their personal devices.
9. For safety reasons, no students or faculty are allowed to participate in Zoom class meetings in a moving vehicle. You will be removed from class and expected to return once you are no longer in a moving vehicle.
10. In addition to lecture, students are expected to interact with and participate in breakout room coaching exercises with their peers. Students will act as coach, client, and observer. For this reason it is absolutely necessary that students have a good internet connection, webcam, and microphone.
11. As with coaching professionally, we expect the information shared during the coaching exercises to remain confidential. Please do not share what was discussed in the coaching session with anyone else outside the class experience without **the expressed permission of the other students involved.**
12. We expect all students to support one another throughout the learning process and be able to empathize and work with classmates of different contexts, identities, experiences, values, and beliefs. **Under no circumstance will CLCI tolerate any form of prejudice, sexism, ageism, racism, homophobia, or any form of discrimination.**
13. Have patience, be flexible, be willing.

Students will ensure they are on time for the start of class and when returning to class from their lunch break. CLCI has a no-questions-asked policy for those who are up to 5-minutes late for class.

- ▶ **If you are absent from class longer than 15-minutes, you will be expected to reschedule class before continuing Coaching 102. See “Partial Completion Policy” for further details.**
- ▶ **No refunds will be issued for students who cannot attend class after a deadline exactly 3-weeks prior to their original class date. You will be expected to reschedule for a future Coaching 102 course.**
- ▶ **In the event of unexpected illness, student’s may reschedule any amount of times for class but must provide a doctor’s note to change class dates without incurring the date change fee (\$100).**

PARTIAL COMPLETION POLICY



Certified Life Coach Institute shall not issue certification if a student partially attends a class. Any class must be completed in its entirety to be considered “certified” by our institution.

In the event that a student partially completes a day of class and must reschedule, students must reschedule all 3 days to receive certification.

This ensures that our facilitators are able to accurately track, give feedback, and measure the progress of the student as they complete their coaching sessions.

If a student does not complete the program, CLCI **will not** acknowledge any Coach Training Hours taken during class for the purposes of ICF credentialing or for another program’s transfer of credit policy. Students are either awarded 37 hours of training at the end of day 3 or none at all.

Certification of the Understanding & Commitment to CLCI Class Conduct (Student Expectations, Attendance, & Partial Completion Policy)

I, _____, certify that I have read the Certified Life Coach Institute, LLC (CLCI) Class Conduct form. I fully understand its content. That upon signing this agreement I hereby certify that:

1. I have received a copy of CLCI's Class Conduct.
2. I read the Class Conduct prior to executing this Acknowledgement;
3. I acknowledge the importance of the Class Conduct form and its contents.
4. I understand my obligations as set forth by the Class Conduct.
5. I commit to conduct myself in accordance with the Code at all times.
6. I understand that I am bound to comply with Class Conduct and if I violate the rules explained herein, I may be expected to reschedule class or, in extreme circumstances, be expelled from the institute without refund.
7. I understand that I am bound to comply with Class Conduct and if I violate the rules explained herein my certification is subject to revocation.

Participant's Signature: _____

Participant's Name: _____

Date: _____

Participant Email: _____

Personnel

Any complaint levied at a facilitator, employee, or the Institute as a whole can be sent to complaint@certifiedlifecoachinstitute.com. The appropriate staff may investigate and follow up with any complaints to identify the correct course of action to take ethically, legally, or to comply with our highest standards of customer service. Any complaint sent MUST contain the following to be considered valid:

1. Tell us what happened, who was involved, and why you think the company or staff member is wrong.
2. Have you and/or the staff member (if applicable) tried to resolve the issue? If so, please provide us with details of your efforts.
3. What do you want CLCI to do to address your concerns?

CLCI will respond to your request within 7 days of emailing with a response and course of action pertaining to your complaint.

Website

1. In order to resolve a complaint regarding the Site or to receive further information regarding use of the Site, please contact us: help@certifiedlifecoachinstitute.com - Terms of Service Page

- 2.** If you see a problem, report it. Moderators have special authority; they are responsible for this Community. But so are you. With your help, moderators can be Community facilitators, not just janitors or police. When you see bad behavior, don't reply. It encourages bad behavior by acknowledging it, consumes your energy, and wastes everyone's time. Report it via email at help@certifiedlifecoachinstitute.com - CLCI Code of Conduct Page
- 3.** There are a variety of actions that we may take in response to inappropriate behavior or content. It usually depends on the exact circumstances of a particular case. We recognize that sometimes people may say or do inappropriate things for any number of reasons.
 - a.** Actions we may take in response to a flag or abuse report include, but are not limited to:
 - i.** Content Removal
 - ii.** Content Blocking
 - iii.** Community Forum Account Suspension
 - iv.** Community Forum Account Termination
 - v.** Loss of Certification
 - vi.** Being reported to the local authorities
 - b.** Community moderators who do not follow or enforce the Code of Conduct in good faith may face temporary or permanent repercussions as determined by other members of the Community leadership.

ICF

1. By virtue of the ICF accreditation received, organizations are obligated to participate in the formal Program Complaint Process if levied. The Program Complaint Process is an objective mechanism in which students or members of the public can hold ICF accredited programs accountable to the ICF Code of Conduct, for more information on this process, please follow this link: <https://coachingfederation.org/ethics/ethical-conduct-review-process>

DENYING/REVOKING CERTIFICATION



CLCI prides itself in committing to the standards & principles set forth in its Mission Statement and Code of Ethics.

By being a participant in our program and becoming a Certified Life Coach/Master Certified Professional Coach, we hold every student and alumni accountable to the same ethical standards set forth by the ICF and CLCI.

If at any point a student should be found to act in an unethical manner within the coaching profession, has had accreditation from the ICF revoked, or has been expelled from class, the Certified Life Coach Institute, LLC reserves the right to deny and/or revoke certification on the grounds of violating the CLCI Code of Ethics or Class Conduct agreement.

Any certificate and digital badge earned shall be revoked and considered no longer valid.

By signing below, I, _____, acknowledge and agree to CLCI's Denial & Revocation of Certification Policy.

Participant's Signature: _____

Participant's Name: _____

Date: _____

Participant Email: _____

PHOTOS & RECORDING

RELEASES

NOTIFICATION

WAIVERS



*"Photography is the
story I fail to put
into words."*

— Destin Sparks

Participants may choose to either OPT-IN or OPT-OUT of Photo/Video Release & Waiver after reviewing the agreement. The following Recording Release & Waiver is required for participation.

Photo/Video Release & Waiver

I hereby give Certified Life Coach Institute, LLC, its affiliates, licensees, parties designated by the Certified Life Coach Institute, LLC and legal representatives the irrevocable right to:

- a)** Interview, film, photograph, tape, or otherwise make a video reproduction of me and/or record my voice;
- b)** Use my name; and
- c)** Use my name/photograph/image/audio recording/video recording/ and likeness (“My Image”) in all forms and manner of media including but not limited to publication on Internet Websites, broadcasts, in print, radio, television, newspapers, social media and any other publications as released to or by Certified Life Coach Institute, LLC

I understand and agree that I will not receive any payment for my time or expenses or any royalty for the publication of the photograph(s)/video(s) or the use of my name and I hereby release the Certified Life Coach Institute, LLC and/or any parties designated by the Certified Life Coach Institute, LLC from any such claims.

I understand that the Certified Life Coach Institute, LLC cannot control unauthorized use of My Image by persons not associated with Certified Life Coach Institute, LLC once My Image has been published.

I hereby forever waive any right to inspect or approve any publication of My Image by Certified Life Coach Institute, LLC.

PHOTO/VIDEO RELEASE & WAIVER



Check only one option below. Please keep in mind we typically take a class photo. This release is what allows us to share that photo with you on social media and include you in the class photo.

- I certify that I have read and fully understand this consent and release, I have carefully reviewed and understand the above provisions and **agree** to be bound by them. I voluntarily and irrevocably give my consent and agree to this Photo Release and Waiver.

- I certify that I have read and fully understand this consent and release, I have carefully reviewed and understand the above provisions and **I do not wish** to have any record, photos, video, or audio recordings of myself publicized.

Participant's Signature: _____

Participant's Name: _____

Date: _____

Participant Email: _____

RECORDING RELEASE & WAIVER



Recording Release & Waiver

This online class requires an attendee to participate through a personal device's microphone and/or camera.

All classes are recorded through Zoom and saved by CLCI. Recordings are held for up to 1 year and are used for CLCI Staff **ONLY** for the purpose of facilitator and staff training, for historical record, and to verify attendance.

CLCI and ICF require that all participants must be present for the entirety of class, with their cameras on in order to receive certification and 37 ICF Contact Training Hours. If a participant's camera is off without prior communication to CLCI's staff, or if the participant is distracted (e.g. driving, talking to non-participants, sleeping) the participant may be expected to retake the class in-part or in its entirety at another time, and will not receive certification until they complete 3 consecutive days of class.

I, _____, certify that I have read and fully understand this Recording **Release & Waiver**, I have carefully reviewed and understand the above provisions and agree to be bound by them. I voluntarily and irrevocably give my consent and agree to this Release and Waiver.

Participant's Signature: _____

Participant's Name: _____

Date: _____

Participant Email: _____



EBOOK AGREEMENT

USAGE
COPYRIGHT
CLASS MATERIALS



"Books are mirrors: You only see in them what you already have inside you."

– Carlos Ruiz Zafón

I, _____, hereby referred to as “The Participant”. The Participant’s access to and use of eBook(s) (“eBook(s)”) created by Certified Life Coach Institute, LLC (“CLCI”) is subject to the terms and conditions of the agreement (“Agreement”) below.

I. License.

- A. Grant:** CLCI hereby grants The Participant a worldwide non-exclusive, non-transferable, revocable, limited license to download to your mobile device and/or access online the eBook(s), via CLCI. The eBook(s) consists of CLCI owned and/or licensed content on select topics. If The Participant violates any part of student contract or ICF Code of Ethics, CLCI reserves the right to terminate The Participant’s access to the eBook(s), including notes and annotations. At CLCI’s sole discretion and using commercially reasonable practices, The Participant may provide the Content in another media format. CLCI, at its sole discretion may update The Participant to a more recent version of the eBook(s) if necessary to maintain access.

B. Updates: License for eBooks that are not updated or for which The Participant did not purchase a license for updates, includes continuing access to the eBook version ordered through The Participant’s account. Online (browser based) access will be available for one year from the date access is made available. License for eBooks that are updated includes continuing access to the most current version of each edition of the eBook available during the term of The Participant’s license. Online access will remain available for one year following the end of the term.

C. Permitted Use: The Participant may:

1. use, browse, and search the Content;
2. quote and excerpt from the Content by electronic cutting and pasting or other means into The Participant’s work product created in the regular course of its research and work (“Work Product”);
3. print and make copies of insubstantial portions of the Content (“Copied Content”) for their own use.

D. Limitations: The Participant may not copy, download, print, scrape, store, publish, transmit, retransmit, transfer, distribute, disseminate, broadcast, circulate, sell, resell or otherwise use the Content, or any portion of the Content, in any form or by any means, except

1. as expressly permitted by this Agreement,
2. with CLCI’s prior written permission, or

- 3.** as permitted under the fair use provision of the Copyright Act (17 U.S.C.A. § 107). Content shall not be stored or used in an archival database or other searchable database except as expressly permitted by this Agreement or as quoted in The Participant’s Work Product. Except as otherwise permitted in this Agreement, The Participant shall not sell, license, sublicense or distribute Content (including printouts) to third parties or use Content as a component of or as a basis for any material offered for sale, license or distribution. License code(s) shall be used only by the The Participant; sharing of license code(s) is STRICTLY PROHIBITED.

- E. Rights in Content:** Except for the license granted in this Agreement, all right, title, and interest in Content, in all languages, formats and media throughout the world, including all copyrights, are and will continue to be the exclusive property of CLCI and other contributors (“Contributors”) of Content.

- F. eBook Access:** The Participant may create notes and annotations throughout the eBook which will be web hosted by CLCI and will be accessible by The Participant pursuant to the terms and conditions herein.

- G. Disclaimer of Warranties and Limitation of Liability:** EBOOKS AND CONTENT ARE PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE WARRANTIES OF PERFORMANCE, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, OMISSIONS, COMPLETENESS, CURRENTNESS AND DELAYS. CLCI AND CONTRIBUTORS SHALL HAVE NO LIABILITY WHATSOEVER TO THE PARTICIPANT FOR ANY CLAIM(S) RELATING IN ANY WAY TO THIS AGREEMENT OR THEIR PERFORMANCE HEREUNDER, REGARDLESS OF THE FORM OF ACTION, WHETHER BASED IN CONTRACT OR NEGLIGENCE. IN NO EVENT SHALL CLCI OR CONTRIBUTORS BE LIABLE TO THE PARTICIPANT FOR ANY CLAIM(S) RELATING TO THE PARTICIPANT'S INABILITY OR FAILURE TO PERFORM RESEARCH OR RELATED WORK OR TO PERFORM SUCH RESEARCH OR OTHER WORK PROPERLY OR COMPLETELY EVEN IF ASSISTED BY CLCI. NOR SHALL CLCI OR CONTRIBUTORS BE LIABLE FOR ANY LOST PROFITS OR OTHER CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT OR SPECIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- H. Responsibility for Certain Matters:** The Participant shall be responsible for all access to and use of eBooks, whether or not CLCI has knowledge of or authorizes such access and use.

Understanding & Commitment to eBook Use Agreement

I certify that I have read the Certified Life Coach Institute, LLC (CLCI) eBook Use Agreement. I fully understand its content. That upon signing this agreement I hereby certify that:

1. I have received a copy of the CLCI eBook Use Agreement
2. I read the Agreement prior to executing this Acknowledgement;
3. I acknowledge the importance of the Agreement and its contents
4. I understand my obligations as set forth in the Agreement and that I have a shared duty to prevent, correct and, if necessary, report suspected Agreement violations.
5. I commit to conduct myself in accordance with the Agreement at all times.
6. I understand that I am bound to comply with this eBook Use Agreement and if I violate the rules explained herein, I may face legal action.
7. I understand that I am bound to comply with this eBook Use Agreement and if I violate the rules explained herein my certification is subject to revocation.

Participant's Signature: _____

Participant's Name: _____

Date: _____

Participant Email: _____



INDEMNITY AGREEMENT

**THIS IS
THE LAST
DOCUMENT**



"Thank you for taking the time to fill this out we appreciate you."

-CLCI

INDEMNITY AGREEMENT



This **INDEMNITY AGREEMENT** (this “Agreement”) is made effective as of _____ by and between Certified Life Coach Institute, LLC (hereinafter, “CLCI”) and _____ (hereinafter, “The Participant”). Certified Life Coach Institute, LLC and _____ are sometimes individually referred to as “Party” and collectively referred to as the “Parties”.

WHEREAS, The Participant desires to indemnify CLCI from any and all claims and/or litigation arising out of The Participant’s actions in connection with coaching services rendered.

NOW THEREFORE, in consideration of the mutual covenants and conditions contained herein, CLCI and The Participant agree as follows:

Terms

- 1. Indemnification.** The Participant shall fully defend, indemnify, and hold harmless CLCI from any and all claims, lawsuits, demands, causes of action, liability, loss, damage and/or injury, of any kind whatsoever (including without limitations all claims for monetary loss, property damage, equitable relief, personal injury and/or wrongful death), whether brought by an individual or other entity, or imposed by a court of law or by administrative action of and federal, state, or local governmental body or agency, arising out of, in any way whatsoever, any acts, omissions, negligence, or will misconduct on the part of The Participant, its officers, owners, personnel, employees, agents, contractors, invitees, or volunteers. This indemnification applies to and includes, without limitation, the payment of all penalties, fines, judgments, awards, decrees, attorneys’ fees, and related costs or expenses, and any reimbursements to CLCI for all legal fees, expenses, and cost incurred by it.

- 2. Authority to Enter Agreement.** Each Party warrants that the individuals who have signed this Agreement have the actual legal power, right, and authority to make this Agreement and bind each respective Party.
- 3. Amendment; Modification.** No supplement, modification, or amendment of this Agreement shall be binding unless executed in writing and signed by both Parties.
- 4. Waiver.** No waiver of any default shall constitute a waiver of any other default or breach, whether of the same or any other covenant or condition. No waiver, benefit, privilege, or service voluntarily given or performed by The Party shall give the other Party any contractual right by custom, estoppel, or otherwise.
- 5. Attorneys' Fees and Costs.** If any legal action or other proceeding is brought in connection with the Agreement, the successful or prevailing Party, if any, shall be entitled to recover reasonable attorneys' fees and other related costs, in addition to any other relief to which that Party is entitled. In the event that it is the subject of dispute, the court or trier of fact who presides over such legal action or proceeding is empowered to determine which Party, if any, is the prevailing party in accordance with this provision.
- 6. Entire Agreement.** This Agreement contains the entire agreement between the Parties related to the matters specified herein, and supersedes any prior oral or written statements or agreements between the Parties related to such matters.

- 7. Enforceability, Severability, and Reformation.** If any provision of this Agreement shall be held invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court finds that any provision of this Agreement is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited. The intent of the Parties is to provide as broad an indemnification as possible under Colorado law. In the event that any aspect of this Agreement is deemed unenforceable, the court is empowered to modify this Agreement to give the broadest possible interpretation permitted under Colorado law.
- 8. Applicable Law.** This Agreement shall be governed exclusively by the laws of Colorado, without regard to conflict of law provisions.
- 9. Exclusive Venue and Jurisdiction.** Any lawsuit or legal proceeding arising out of or relating to this Agreement in any way whatsoever shall be exclusively brought and litigated in the federal and state courts of Colorado. Each party expressly consents and submits to this exclusive jurisdiction and exclusive venue. Each Party expressly waives the right to challenge this jurisdiction and/or venue as improper or inconvenient. Each Party consents to the dismissal of any lawsuit that they bring in any other jurisdiction or venue.

INDEMNITY AGREEMENT



10. Signatures. This Agreement shall be signed on behalf of Certified Life Coach Institute, LLC by LISA FINCK, PCC and by _____, and is effective as of the date first written above.

10. ACKNOWLEDGEMENT OF UNDERSTANDING. I UNDERSTAND THIS IS A LEGAL DOCUMENT AND THAT I AM SIGNING THIS AGREEMENT FREELY AND VOLUNTARILY. I HAVE READ THIS AGREEMENT IN ITS ENTIRETY AND FULLY UNDERSTAND ITS TERMS. I INTEND BY MY SIGNATURE TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW IN THE STATE OF COLORADO.

Certified Life Coach Institute, LLC

By: _____ Date: _____

"The Participant"

By: _____ Date: _____

WELCOME TO CLCI

We look forward to seeing you in class!

TALK TO US!

team@certifiedlifecoachinstitute.com

certifiedlifecoachinstitute.com

714.609.6370