

WELCOME TO IMPACT.

Business Results. Professional Success.

We are very pleased to be working with you.

Impact-Coaches Inc. (Impact) is a recognized leader in business coaching founded in 2003. We partner with large organizations to manage and deliver a variety of innovative coaching programs.

We have a large roster of high quality coaches across North America. Our team of accredited coaches are experienced business people. This allows us to tailor our coaching approach to sharply align with our client's business objectives.

We take the time to build relationships with our clients and understand how their business and industry works. Our clients appreciate our ability to understand and work with diverse groups and complex organizations. We have strong coaching partnerships with professional/financial services firms, mining, insurance, utilities, public sector, etc.

Our 'home' team consists of account leads, program managers, client services, administrative and operations that support our coaches and clients. Our coaches and home team work together to maintain quality control and professionalism.

Our Process

Impact has a simple but effective coaching process - assessment, coaching, feedback - that can be customized. Our coaches follow a coaching model which has a high level of specificity - breaking down your problem or challenge and starting from the basics to help you think differently.

Assessment + Planning



Phase 1

Our coaching relationships are grounded in solid data. We start by assessing your strengths and opportunities for development by conducting 360° interviews and a personality assessment.

This helps provide a baseline from which to measure your progress. It also provides the framework for our meetings with you, during which we use specialized questioning techniques to help you develop the strategies and tactics that will achieve your goals.

Key Steps

- 1- You, your leader and an Impact coach meet to examine your needs and objectives
- 2- Your coach gathers data (i.e. 360° interviews, personality assessment, business documents)
- 3- Your coach presents you with a report and debriefs you
- 4- You, your leader and your coach create your plan by:
 - Establishing expectations, roles and responsibilities for all parties involved
 - Setting up a regular meeting schedule
 - Determining how success will be measured

Coaching



Phase 2

Your Impact coach helps you achieve your goals by ensuring that you keep moving forward and remain accountable to your agreed-upon next steps. But it's not a one-way street. We foster trust with you throughout the process through positive reinforcement and regular two-way feedback.

Key Steps

- 1- We conduct regular confidential one-on-one coaching meetings with you
- 2- We review our meeting notes and prep a discussion on your next steps, as well as what you would like to cover in next upcoming meeting (We will want you to be as specific as possible and provide real life examples)
- 3- Together, we review your progress against the development plan
- 4- Impact coaches also meet with your leader to provide:
 - (With your permission) an update on your development/progress and current status of the coaching engagement
 - An update on the overall assignment

Evaluation Feedback



Phase 3

You want the best results possible. After all, it's about your career, your team, your company. That's why we ask for feedback regularly so that we know early on if there is an issue that we need to address.

Key Steps

- 1- We conduct reviews of your expectations and determine if those expectations have been met by both you and your Impact coach
- 2- We ask you about your overall experience with Impact
- 3- We reconnect within 3-6 months, following the assignment

If you have any questions or concerns,
please feel free to contact our Client Services Specialist:
Morna Lee, morna@impact-coaches.com

Location: 3240 Yonge St., Toronto, ON, Canada, M4N 2L4
Tel: 416 488 0026 | Website: www.impact-coaches.com

Our Policies

Confidentiality:

All data and information generated or gathered by Impact in the course of performing the engagement is strictly confidential between you and your coach. It will not be shared with any third party without your consent. If, by chance, you decide to work with another Impact coach, with your permission, your coaching notes will be passed on to him/her in order for your coach to obtain the necessary background information on your coaching engagement.

Cancellation:

Please remember to commit to your regular meetings with your coach. We will require notice equal to 1 business day for all meeting cancellations otherwise, meetings may be forfeited at our discretion.

Engagement Continuance:

Impact shall have the exclusive right to terminate the Engagement if Impact, in its sole discretion and for any reason determines that continuation of the Engagement would place Impact in an untenable conflict of interest or would be otherwise inappropriate or improper. Impact shall immediately advise you and/or the signing authority that the Engagement has been terminated but shall only be obliged to divulge such information regarding the basis for termination as is necessary to balance your interests and/or the signing authority and Impact while preserving and respecting confidentiality.