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# **PowerSkills Training & Development, Inc.**

PERSONAL AND PROFESSIONAL LIFE COACHING SERVICES

Bob Schout, President



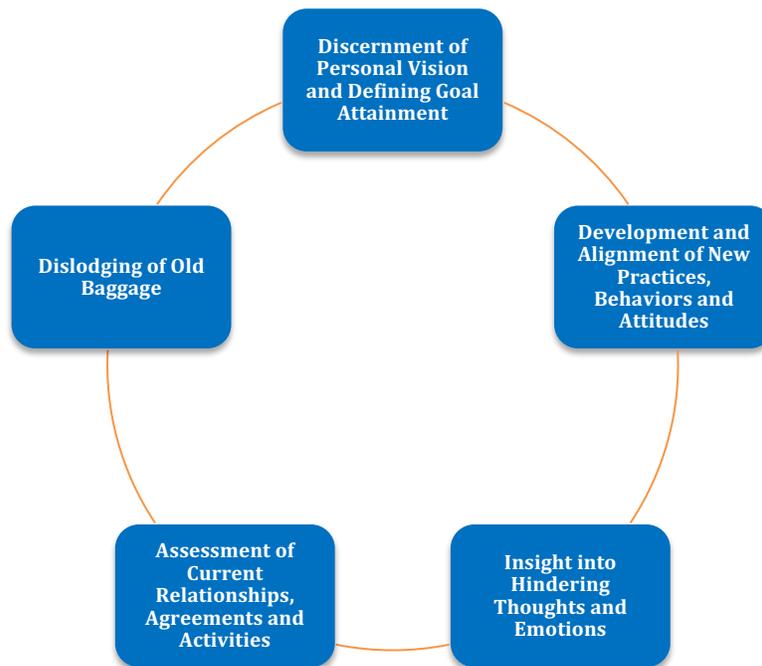
## Coaching: an overview

Making a commitment to coaching is, in fact, making a commitment to your self, to your dreams and goals, and to others. If you're considering coaching support then you've already realized that you want something more, that you can be something more, and that there may be more actions that you can take to create the life you want and achieve the goals that have been held in mind.

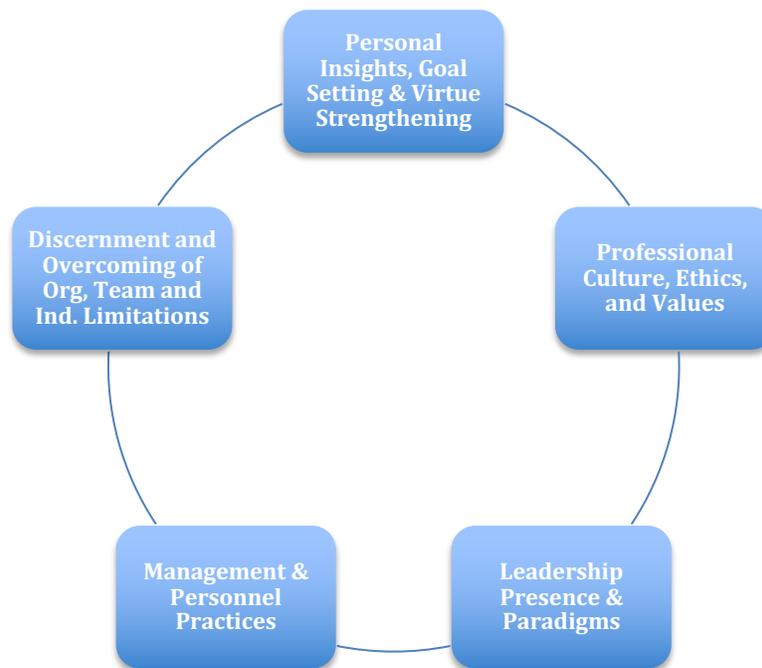
Coaching is a dynamic process. You change and grow, achieve and realize goals, as you gain a greater understanding of your self, overcome internal and external obstacles, and take concrete steps towards your dreams.

**PowerSkills** offers two types of coaching: **Personal Change and Dream Attainment** and **Professional Development and Goal Achievement**. Our coaches take time to help you discern your dreams, goals, challenges and habits (i.e., mental, emotional and behavioral). They use their skills, expertise, intuition and interpersonal behaviors to help you see what you have been unable to see, to help you do what you didn't think that you could do, and help you overcome that which you thought was impossible.

Our **Personal Change and Dream Attainment** coaching model focuses on 5 crucial areas of insight, growth and change.



Our **Professional Development and Goal Achievement** model focuses on 5 essential areas for assessment, development and growth.



**All PowerSkills Coaching processes include:**

- Individual vision, thought and goal assessments
- Assessments of the behaviors, attitudes, skills and knowledge needed to attain goals and make change happen
- Assessments of old habits of thoughts, emotions, relationships and practices that no longer serve an individual's best interest
- Insight-oriented approaches
- Educational-enlightened interactions
- Motivation and inspiration
- Homework that ensures a person is continually at-work on her/himself and her/his goals

**We do this because a coach:**

- Engages in holistic assessments of people and situations
- Asks provocative questions in order to stretch a client's understanding, insight, perspectives and options
- Supports the generation of tactical solutions and practical ideas for forward movement
- Provides clients with insights and education pertaining to issues, behaviors and circumstances
- Motivates, inspires and celebrates clients
- Helps clients maintain focus and goal-orientation
- Challenges long-held beliefs and behaviors that may be limiting or stopping a client from achieving desired goals or change
- Co-creates pathways towards goal achievement
- Understands and adapts suggested ideas to the client's culture and cultural settings

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## Topics and Areas of Coaching Expertise

### Professional

- Re-setting the Culture and Climate of a Team/Work Group
- Leadership Development
- Facilitating Forgiveness at Work
- Becoming a Champion of, and Facilitating, Change
- Overcoming Delegation Challenges
- Preventing and Dealing with Burnout and Compassion Fatigue
- Work, Leadership and Communication Style Insights
- Facilitating Crucial Conversations
- Insights into Personalities at Work
- Preparing for Change in Roles and Responsibilities
- Developing Problem-Solving Skills and Effective Analysis of Core Problem(s)
- Dealing with Challenging Personalities and Styles at Work
- Effectively Addressing Communication and Relationship Challenges at Work
- Improving Morale
- Developing Strong Communication Habits and Practices
- Reframing and Resolving Problems
- Influencing and Persuasion Practices
- Goal Achievement
- Emotional and Social Intelligence at Work
- Creating Win-Win Transactions and Environments
- Achieving Extraordinary Results
- Delivering Powerful Presentations

### Personal

- Opening Yourself to Full Happiness
- Getting Rid of the Dead Weight Inside of You: habits, thoughts, memories and emotions that are weighing you down
- Aligning With and Prospering on Purpose Each Day
- Forgiveness Practices & Processes
- Effectively Dealing with Addictions
- Living a Centered and Balanced Life
- Becoming a Risk-Taker
- Managing Change, Transitions and Cycles in Life
- Goal Setting and Achievement
- Emotional and Social Intelligence in Relationships
- Courageous Decision-Making
- Making the Shift from Victimhood to Empowerment, and from Martyr to Maker of Your Own Life



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## **Important considerations:** Is coaching right for you? Are we the right coaches for you?

Over the years our coaches have provided service to hundreds of clients, from all walks of life, within all types of businesses (e.g., corporations, federal government, small business, non-profit, faith-based, etc.) and at all levels (e.g., front-line employees, CEO's & presidents of corporations, senior managers who've been on-the-job for 30 years, and people simply wanting to explore new paths in life). We have encountered the willing, the hesitant, the mandated and the resistant types of personalities.

If you are interested in our coaching services please be aware of the following presuppositions and our criteria for the provision of coaching services:

### **Our Coaching Presuppositions**

- It is irrelevant whether someone has 30 minutes or 30 years of experience related to whatever field they have chosen. Length of time in a position or role does not equate to competence in that position or role.
- A client's experience as a coach her/himself, or with coaching in the past, is irrelevant to present circumstances and our coaching services. Today is a new day, a person's current issues-goals-challenges are influenced by today's realities; and our coaches and their styles are unique to them.
- Acceptance of change and the need to change oneself (e.g., one's perspectives habits, thoughts, goals, strategies, etc.) is the starting point for all goal achievement with a coaching process.
- Willingness and commitment to act is fundamental to change. Listening to a coach, learning from a coach and batting around ideas is all fine but only action makes change happen and only action will help a person achieve her/his goals for coaching.

### **Our Criteria for Service**

- A sincere desire to change oneself
- Clarity about one's goals and hopes
- Demonstration of accountability
- No avoidance or delay tactics
- No blame or projection onto others
- No minimization or denial
- No rationalization
- Do the necessary work inside and out
- Try, test-out, engage in trial and errors
- Give yourself credit for macro and micro-movements

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## Testimonials

*“Elaine was just wonderful. She helped our entire team and our partners figure out what was really troubling us and causing challenges, and then patiently helped us work through it all. We now have a lot of work to do on our own, but her presence and her guidance really was needed and really helped us a lot.”*

- Field Manager (U.S. FWS)

*“Bob, thank you so much for helping me in ways that you may never know. When I heard you speak at a conference I took a risk to ask you for individual coaching support and the risk paid off. You helped me articulate and clarify my actual goals and dreams. You helped me see things in myself (thoughts, perspectives, habits) that were holding me back but also helped me choose to change those things and now I’m quickly moving forward. But what really is making my heart fill with gratitude is your willingness to help me work on both personal and professional life goals simultaneously, your absolute caring during every call, and your genuine humility (sharing stories, insights, etc.). I will truly never forget you and hope that I can model your type of coaching with my own employees. Thank you.”*

- Individual Coaching Client

*“Robert, I was very doubtful about whether you could help me, let alone all of our senior VP’s across the country. You didn’t work in our industry and you looked...well...too young. I was wrong. You have a tremendous ability to quickly grasp entire systems, leadership struggles, and personality challenges. As a CEO of a multi-national company I have experienced my share of consultants and coaches, and you, Bob, are one of the best! I mean that sincerely. I have heard only very positive remarks from every single one of the 25+ SVP’s, VP’s and Project Managers in our company that you have coached over the past 2 years. They all say that they appreciated your insights and recommendations, and our business is better for it, as is the functioning of our leadership team. Cheers.”*

- CEO (Multi-National Corporation)

*“Bob, just a quick note of thanks and of progress. Thanks for spending a few days coaching me and a few members of my administrative team. As you know, before you arrived, a few people were at each other’s throats and the team had broken down. There were years of hurt feelings and resentments that had built-up. I was hoping that you’d come in and at least bandaid the situation, but you did so much more. With your psychology background, you were able to start the healing process for 2 people that were so hurt by each other over the years. You also helped us re-set boundaries, roles and relationship communication. I hope that I can continue the work that you started. As for progress, it’s been 3 months and all agreements are still holding. Thanks for helping us out.*

- Manager (U.S. HUD)

## **The PowerSkills Coaching Team**

### **Coach – Bob Schout**

Bob is a nationally recognized expert in the fields of organizational management and policy, human behavior, and personal and professional transformation. Bob's mission to be a catalyst for growth and his personal commitment to provide insights opportunities to individuals at every turn, ensures an engaging, thought-provoking and supportive encounter regardless of the type of service rendered by PowerSkills. Bob's 19+ years of experience in training, coaching, organization management and policy, along with 13 years of experience in clinical and community social work, and training in inter-faith pastoral studies and spiritual development, all combine to ensure extraordinary levels of caring and commitment, while enabling him to engage in simultaneous organizational, team and professional assessments. He is able to help clients identify personal, inter-personal, group and organizational dynamics at play so that insightful, meaningful, and workable solutions can be put into practice. Bob has provided coaching services to managers and executive directors of federal and county government agencies, non-profit organizations, small businesses, faith-based organizations, and corporations.

### **Coach – Elaine Williams**

Elaine is a person, and a professional, driven by deep compassion and caring for others. In the coaching relationship that she forms with others, she taps into two sources of information and energy: the first is the client's source which includes the client's goals, drives, yearnings, personal or professional resistance or wounds, willingness and passions. The second source that she taps is her own knowledge, skills, experience, empathy, mission, purpose, passions, and genuine drive to help other people and systems heal. She is an expert at assessing people, teams, systems and dynamics at play in the lives of people inside and outside of work. Her specialties include: facilitating forgiveness, re-setting relationships, assessing dynamics on teams and in systems, reframing mindsets and perspectives, and managing transitions.

### **Coach – Bear Carrillo**

David Bear Carrillo is a thoughtful, wisdom-centered and experientially-based professional coach. He is gentle but direct in his approach with coaching clients. He listens for surface dilemmas, causal triggers and the underlying will of the client. He is a tribal expert who, as a Native American, thoroughly understands the challenges and dreams held by all professionals, especially those who embrace and represent workplace and regional communities of color and culture. He facilitates deeper understanding within employees and leaders with provocative questions and compassionate behaviors. He helps clients generate practice ideas to current problems along with step-by-step processes so that clients move forward with safety, security and confidence.

### **Coach – Jewel Ware**

Jewel is a dynamic organizational and leadership coach. Her expertise and experience are both extensive, related to executive and project leadership, organizational culture and change, and personal visioning and goal achievement. She is straight-forward in her assessments and communication with clients. She provocatively yet compassionately challenges her clients to try new things, strive for new goals, and confront habits, thoughts and behaviors that have not helped them in the past.

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### **Coach – Sylvia High**

Sylvia is an author and coach who inspires clients to get from where they are to where they want to be. She is a powerful transformational agent who has consistently demonstrated her ability to empower others to take action in ways that mirror their personal and professional goals. She assists leaders within organizations in areas such as dimensions of leadership, teamwork, supervision and management skills, effective presentations, conflict management, diversity, selling skills, organization and time management, effective communication and change management. Sylvia concentrates on helping people turn vision into reality. Her ability to help leaders at all levels has enabled thousands to move forward towards full attainment of their own personal and professional development and goals. Sylvia is a tour-de-force in and of herself. She is incredibly motivated, inspirational and driven to help clients confidently state their goals and drive toward goal achievement every day.

### **Coach – Shoshanna Cogan**

Shoshanna is a personal-life and professional-life coach, keynote speaker, superb meeting and seminar facilitator and keynote speaker. Shoshanna is bilingual, speaking Spanish and English, so that her reach, embracement and support of clients from every walk of life is practiced not just preached. Shoshanna is a coach who focuses her talents on coaching clients who struggle with interpersonal communications, relationships, and trust. She is an exceptional coach for clients from non-profit organizations, professional associations and government agencies. She is an expert with issues related to: team building, communication, leadership, diversity, community-relations, conflict management and relationship development.

### **Coach – Ellen Winiarczyk**

Ellen is motivated by empowering clients to achieve change in their lives and in the organizational systems in which they work. She is extremely adept at diagnosing organizational and team-based systems and interactions, as well as individual challenges and solutions. She is calm, rational and methodical in her approach, while simultaneously demonstrating compassion and caring throughout each coaching encounter. She uses provocative questions to help coaching clients consider perspectives and possibilities that they may have previously dismissed or overlooked. Her PhD expertise enables her to be an added value to leaders within educational institutions, government agencies, executive corporate cultures and non-profit organizations.

### **Coach – Cynthia Henderson**

Cynthia is unparalleled in her laser-focused, tell it like it is, it's all good and all possible, approach that she brings to every coaching encounter. Cynthia's expertise in management is only rivaled by her 100% belief in a person's ability to achieve anything that a person sets her/his mind to achieve. Cynthia uses a method that focuses on desired outcomes as a starting point. She then assesses a person's mindset, experiential assets, possible road blocks and potential solutions to help a client achieve whatever goals they hold in mind. She is not afraid to challenge a client's thoughts, beliefs, attitudes or behaviors that are getting in the way of goal achievement. She is provocative and powerful as a coach, whose sole purpose is to help a client succeed and achieve.

### **Coach – Kapila Wewegama**

Kapila is an expert in the coaching of non-profit professionals and everyone who desires to achieve character development, team developmental, or interpersonal growth and development goals. His expertise, education and sheer value-based behaviors honor where each coaching client is at, in head (mind), heart (hopes) and hands (abilities). He is process-oriented and spurs clients to change from the inside-out.

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## Coaching Service Packages

*Coaching packages:* All coaching sessions are offered in 4-session, 6-session or 8 session packages and must be completed within 6 months from the start-date unless otherwise negotiated. The types of goals, dynamics of situations in play, and scheduling opportunities determine the number of sessions necessary to achieve coaching objectives.

*Coaching may include:* support and guidance related to self-regulation/empowerment, insight-orientation, educational topic-centered insights, skill development, action planning, problem-solving, homework assignments, emotional or habitual healing, pivoting in viewpoints and behaviors, relationship adjusting, and goal achievement.

*Selection of coaches:* PowerSkills will determine the appropriate coach for a client based on a preliminary assessment with the client. PowerSkills takes into consideration: client topic-needs, dynamics of the situation(s) in which change must take place, client motivation and styles (e.g., communication, learning, etc.), availability of coaches, and scheduling requests.

*Right of refusal:* PowerSkills reserves the right to refuse a request for coaching services. Listed below are some of the reasons why PowerSkills may decline to provide coaching services:

- If coaching is not voluntary.
- if the client does not take accountability, or demonstrates through statements or behaviors, that she or he believes that others must change first, instead of first changing themselves.
- If the client refuses to try any of the solutions generated during coaching sessions.
- If we at PowerSkills believe that we lack the necessary expertise in a topic area or client-setting, and that the client would be better served by another coaching firm.
- If the *match* is just not right nor comfortable between coach and client, or if personal or business risk mitigation and risk management policies preempt our ability to be of service.
- If counseling seems to be more appropriate than coaching.

*Individual and group options:* most coaching sessions are engaged in on an individual-service basis (1-on-1). Group options are for organizational entities only, which may wish to have a group of managers, executives or employees engaged in group sessions. Group coaching sessions will be billed at a group rate.

*Personal-Professional Integration:* all coaching sessions can and may address a blend of personal-life goals and challenges, intra-personal life goals and challenges (e.g., thoughts, emotions, behaviors, triggers), and professional-life goals, issues, and challenges. Our personal-intra personal-professional selves are intertwined. One type of stimuli, goal or problem can and will have a ripple effect into other areas.

*Contact types:* most coaching sessions are engaged in via telephone or Skype services. Professional face-to-face coaching is available while Bob, or another PowerSkills coach/facilitator is on-site at a client location, conducting providing other services (e.g., training seminars, speaking engagements, etc.). Individual face-to-face coaching can take place independent of other services but includes transportation fees. Initial contact: PowerSkills will send a preliminary information assessment to clients, to be completed before the first coaching session so that PowerSkills can gather and review background and goal-oriented information critical to successful service delivery.

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## Typical Fees and Contracts

*Coaching fees* typically are set at \$300/hour. However, sliding scale fees are available for government agency, non-profit agency, and individual clients who are paying out-of-pocket (not reimbursed or paid-for by an employer). Hourly rates are billed for *direct service* (i.e., actual face-to-face or phone time) and for *preparation time* (i.e., assignments given by coaches, assessment sessions, reports due to management, etc.) and *documentation and communication with employers*. Because PowerSkills always puts mission before money, and because we understand that some types of businesses (e.g., government agencies, non-profit institutions, etc.) have limitations on developmental expenditures, should a client be unable to pay the full price, PowerSkills does offer flexible fees. Please call us to discuss our sliding fee scale.

*Contracts:* PowerSkills enters into coaching package contracts with clients. Contracts begin with 4-session packages; each session lasting 55-minutes in length and is inclusive of a brief written follow-up synopsis of the session and prep for the next session. All sessions include action/behavior-oriented homework assignments which will be followed up upon at the outset of the next session.

*Agreements:* clients must sign a written agreement of understanding. This agreement of understanding states, in part, that if at any time a coach feels as though a different kind of service (e.g., counseling, training, etc.) is more appropriate for the client, the coach will communicate to the client that coaching may not serve the client's needs and may suggest another path of service (one that PowerSkills may or may not offer). PowerSkills reserves the right to terminate coaching services should it be determined that its (PowerSkills') services will not appropriately meet a clients needs, which may have not been disclosed or may have evolved since coaching got underway.

*Confidentiality:* When a client's coaching sessions are paid-for by their employer the specifics discussed during coaching sessions are kept confidential. PowerSkills does provide employers with a synopsis of the broad themes addressed in coaching sessions, a coach's perception of a client's interest and motivation demonstrated during and in between coaching sessions, and examples of assignments offered to clients during coaching sessions.

*Models Used:* PowerSkills has developed numerous models that help clients assess and change beliefs, attitudes, performance management habits, leadership development, work-life balance choices, team management, style management (e.g., communication styles, work styles, etc.) and much more. PowerSkills is happy to provide potential clients with an overview of our models.

