

# FIND A COACH THROUGH THE TREASURY EXECUTIVE INSTITUTE (TEI)

**OVERVIEW:** The Federal Treasury Executive Institute (TEI) coaching service is a prestigious and comprehensive program designed to empower and elevate the careers of GS-14 and GS-15 employees within the federal government. This tailored program offers a unique opportunity for high-performing individuals to engage in a transformative coaching experience, specifically catering to the complex challenges and responsibilities faced by these esteemed professionals.

**ELIGIBLE RANKS:** GS-14 and GS-15

**COACHING TYPE:** One-on-One

**FUNDING AUTHORITY:** N/A Free

**LICENSING:** N/A Free

## **ADDITIONAL FEATURES:**

- ❖ Customized development plan
- ❖ Assessment tools
- ❖ Networking opportunities
- ❖ Maximum flexibility

## **HOW TO APPLY:**

1. Client submits a request via the request form found on the Coaching Overview Page on TEI Connect (<https://tei.treasury.gov>).
2. TEI reviews application
3. Member is assigned a coach

## **KEY DATES:**

No Specific dates. Members are able to apply at any time.



## TEI Coaching Program Guidelines

### Program Description

Being coached is an excellent way to achieve professional and career goals, solve individual leadership challenges, and excel in self-awareness and self-management. TEI's Coaching Program provides partner GS-14 or GS-15 employees with internal coaches.

This document provides an overview of the internal services and responsibilities for this program. For SESers, the TEI program utilizes the services of ICF certified coaches through an external contract.

**What is Coaching?** The International Coach Federation (ICF) defines coaching as partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential, which is particularly important in today's uncertain and complex environment.

Coaches honor the client as the expert in his or her life and work, and believe every client is naturally creative, resourceful and whole. Following this tenet as the foundation throughout the coaching process, clients dramatically improve their outlook on work and life, while improving their leadership skills and unlocking their potential.

**Why work with a coach?** *A coach is a partner who helps people perform and be their best.* In the coaching relationship, individuals being coached are the experts in defining what they want and what works best for them. The coach is the objective observer, helping individuals identify options they may not have considered, and habits, or biases that may get in the way of achieving their goals. The coach is also the catalyst supporting the individual in taking action, trying new strategies, finding new tools, and holding him/her accountable to the plan he or she established.

**Who can benefit from coaching?** We all need a coach at one time or another! Individuals who want to reach their full potential in their career or personal life should consider getting a coach. Coaching is about the present and future and taking action based on goals and objectives.

**How is coaching different from other development or support options?** Professional coaching focuses on setting goals, creating outcomes and managing personal change. Sometimes it's helpful to understand coaching by distinguishing it from other personal or organizational support professions. While positive feelings/emotions may be a natural outcome of coaching, the primary focus is on creating actionable strategies for achieving specific goals in one's work or personal life. The emphases in a coaching relationship are on action, accountability, and follow through.

## TEI Coaching Program Guidelines

### Coaching Process

- Client submits a request via the request form found on the Coaching Overview Page on TEI Connect (<https://tei.treasury.gov>) and is assigned a coach through this process. We generally attempt to provide a coach from outside the requestor's agency (unless requested) and attempt to meet the special requests (i.e. topic expertise) of the client. Note: Executives submit the same form which is provided to the external vendor to obtain coaching services.
- We build client-coach relationships based on mutual trust and confidentiality. Services are negotiated and delivered with maximum flexibility to best suit the client and coach and/or their organization's requirements and circumstances, so sessions can be in-person or over the phone. During each session, the coach listens, asks questions, motivates and provides honest feedback to help clients identify and clarify their vision, goals, strategies, plans and solutions.
- Coaching sessions
  - Coaching typically begins with an intake session where the coach and client assess the client's current opportunities and challenges, define the scope of the relationship, identify priorities for action and establish specific desired outcomes.
  - Subsequent coaching sessions may be conducted in person or over the telephone, with each session lasting a previously established length of time.
  - Between scheduled coaching sessions, the client may be asked to complete specific actions that support the achievement of one's personally prioritized goals.
  - The duration of the coaching relationship varies depending on needs and preferences. (TEI starts with six months)

### Coach Responsibilities

Coaches participating in the program will be required to:

- Complete at least 60 hours of coaching training from an ICF-accredited coach training program or be an active participant in such a program and submit certificates or documentation.
- Be responsive to program manager requests, as well as, log coaching hours (monthly) and note availability in the coach portal.
- Provide an accurate coach bio in TEI Coach Bio template.
- Attend periodic coach cadre meetings.
- Be responsive and provide outstanding customer service to both existing and prospective clients.
- Follow standard coaching best practices listed below to ensure program consistency.
  - Maintain confidentiality and all aspects of coaching ethics.
  - Establish a coaching agreement with all clients.
  - Maintain outcome-focused approach, with each session concluding with agreement on specific actions and accountability with an eye toward achieving overarching goals.
  - Utilize "powerful" questions and avoid being drawn into mentor, consultant or therapist roles.
  - Communicate to TEI when the relationship comes to completion, celebrating the journey and accomplishments and discussing options for continued maintenance.
- Commit to the ICF Core Values for coaching: Integrity, Excellence, Collaboration, and Respect.
- Complete ICF's or TEI's ethics training.
- Perform coaching during normal duty hours with approval of their supervisor.
- Engage in continuous learning opportunities (generally 2-5 activities annually). We suggest completing TEI's Coach IDP to help when planning development.
- Reach out for additional support concerning ethical dilemmas or questionable behavior to the TEI Coaching Program Manager.

## TEI Coaching Program Guidelines

- (Optional, but highly encouraged) Actively pursue and maintain an ICF Credential (ACC, PCC or MCC).

### Client Responsibilities

Clients participating in the program will be expected to:

- **Apply.** Clients are required to submit a “Request for TEI Coaching Services” to receive coaching services. Forms will not be accepted from third parties.
- **Sign and adhere to agreement.** Clients will be expected to sign and abide by TEI’s written coaching agreement.
- **Maintain contact.** Clients must maintain reasonable contact with the coach and attend sessions. Coaching is scheduled at the mutual convenience of the Coach and the Client. Clients should make their sessions a priority (i.e. it is important for them to take care of themselves and they should not put themselves after others.) and should only cancel if an emergency arises. If a client misses more than two sessions or are unresponsive to messages, the relationship may be terminated.
- **Come prepared.** It’s the client’s agenda so select a topic prior to the session. Clients should talk about their important needs and what really matters rather than what they “should” be addressing.
- **Don’t expect advice.** Coaching utilizes an agenda and open-ended questions to allow the Client to reach his or her own answers.
- **Be open-minded.** Clients will get more out of coaching if they are willing to examine their assumptions, ways of thinking, expectations, beliefs, and reactions. Coaching conversations will lead clients to increased awareness.
- **Set realistic goals.** Coaching is just a conversation unless it leads to action. Clients should make sure they know what their goals are, both immediate, near future and long term. They should acknowledge the time they have available to pursue their goals and their ability to succeed.
- **Do the work.** Clients are naturally creative and resourceful, and know the best “next” steps and solutions for themselves. They should reflect and act on agreements they make.
- **Get real.** Some clients may have never opened up about their ideas, visions or emotions before. Clients are encouraged not to avoid talking about their feelings. Feelings drive behaviors and to change their behaviors, they should change how they feel. It’s best if they are willing to explore and discuss their feelings with their coach. Remember, awareness is the first step toward change.
- **Be willing to evolve.** Coaching is a developmental process and an evolutionary one. Clients may think differently, adopt a new personal vision for themselves, change outdated beliefs and assumptions, and expand their view of themselves and their place in the world.
- **Be patient.** Clients should accept the process for what it is and understand that it might take longer than they want. But they should maintain some urgency — it’s a balancing act, to be sure.

## **TEI Coaching Program Guidelines**

### **Program Manager Responsibilities**

The program manager is committed to:

- Being responsive and providing outstanding customer service to both existing and prospective clients and coaches
- Providing continuous learning opportunities
- Maintaining TEI's coach portal, forms, and website so coaches can obtain documents and resources
- Surveying the coach cadre annually to best identify evolving needs
- Evaluating client/coach engagements and provide feedback to coaches
- Committing to the ICF Core Values for coaching: Integrity, Excellence, Collaboration, and Respect.
- Being available for additional support concerning ethical dilemmas or questionable behavior to appropriate mentor coaches.
- Maintaining client confidentiality is of the utmost importance to TEI. For this reason, TEI will not release names of coaching clients. Clients may disclose their coaching status to third parties if they desire. If requested, TEI will share coaching statistics with names redacted with partners.