CONTENTS

What are Skills Labs? ................................................................. 2
How do Skills Labs work? .......................................................... 2
Why do we do Skills Labs? .......................................................... 2
What do I need to do to get involved? ........................................... 3
What if I can’t phone in, can I use the internet? ............................. 6
What if I can’t make a Skills Lab? ................................................. 6
Skills labs as part of your certification ......................................... 7
How do I prove skills lab completion? .......................................... 7
Skills labs FAQs ........................................................................ 8
WHAT ARE SKILLS LABS?

Skills Labs are conference calls accessible either via telephone (or the internet by using Skype) where you will meet up on a call with fellow classmates to put what you have learned into practice.

HOW DO SKILLS LABS WORK?

The calls are led by a member of the BHC team who will initially make sure that everyone on the call is set and has the skills lab session guide.

After this introduction, students are paired-off at random with each other and the real work begins! Please note that groups are set at this point so we cannot guarantee you a partner or group if you arrive late.

During this period you and your partner will assume the role of coach and client for 30 minutes each using the sessions outline to guide your conversation (don’t worry - we will let you know when to switch!). The aim is not to be perfect, but to feel comfortable in what you are doing and to be able to hone your skills in a safe environment - so go for it!

Whilst you are in your pairs, our team will occasionally circulate around the rooms calls to ensure everyone is on track and not having any technical difficulties. Again the idea is to help you find your own feet in this environment and to be there to assist when you need us, with this in mind our team will rarely intervene in a call unless asked for assistance (press #4 on your keypad to do this).

At the end of your call you may just hang up! Now is your chance to post your skills lab activity in your Facebook group and maximize your experience by asking questions, sharing your experience and giving a shout out to the group, remember you are all in this together so don’t be afraid to share and question!

WHY DO WE DO SKILLS LABS?

Knowledge gained but not practiced will soon be knowledge lost and it’s never been truer than in health coaching. We offer our students the opportunity to come together in an organized way every week so that you can get practical experience and guidance.

The value gained through these sessions cannot be understated so we encourage our students to not only attend these sessions but to reach out to classmates on your Facebook group and get as much practical experience as possible!
WHAT DO I NEED TO DO TO GET INVOLVED?

You simply need to register for the calls and attend on the day - easy as that! Here’s how...

1) Login to your membership area (http://members.healthcoachinstitute.com/)

2) Select the ‘Call Registration’ button on the main navigation bar (A), then on the next page click the register button presented at the top of the page.
3) You will be taken to the Maestro Conference registration page for your class. Your intake and skills lab scheduling information is listed at the top of the page (A). At the bottom of the page is the area you use in order to register for skills labs (B), don’t worry you only need to register once. You will also find scheduling information for all of your skills labs (C).

Add your full name and email address in the relevant fields on the form (B), and click ‘Register’.

4) After registering you should receive an email, and have the following page displayed to you. Registration will be confirmed at the top of the page (A), whilst at the bottom of the page you will be given your ‘call-in number’ and your ‘pin’ (B) - Save these somewhere as they will be the same for all of your class skills labs. You are now all registered!
5) Even though you will be sent call reminders for upcoming skills labs 24 hours and 2 hours before the session begins, you may want to plan ahead!

To check for upcoming skills labs (and other course events) you need to log into your membership area (as described above in ‘step 1’), then Select the ‘Schedule’ button on the main navigation bar (A).

This reveals the course schedule page, check for your course as there may be more than one calendar on this page (B - indicating BHC June in this case), and check for upcoming events on the calendar itself (C).

6) Now you know when to call in you just need to call in! To do this you dial the phone number you received after registration in ‘step 4’, at the start of this call you will be prompted for a pin code, enter the pin you also received in ‘step 4’ and you will be taken to the skills lab room to meet your coach and classmates!

Please call in 5 to 10 minutes early to be sure you get on the call, we cannot add anyone to the call more than 5 minutes after the session begins!

Enjoy your Skills Labs!
WHAT IF I CAN’T PHONE IN, CAN I USE THE INTERNET?

Even though we think you get a better experience calling in, when all else fails you can always attend via the internet! Here’s how…

1) Do you have Skype installed on your computer? If so you can skip to the next step. If you don’t have Skype already you can download it [here](http://www.skype.com/en/download-skype/skype-for-computer/).

2) Open Skype, and add either ‘Maestro4294’ or ‘MCDirect1’ as a Skype contact. If you aren’t sure how you can find a video tutorial [here](https://support.skype.com/en/faq/FA3281/how-do-i-find-my-friends-and-add-them-as-contacts).

   You should make this contact request as soon as you can, if you are having any issues with this you can contact the support team on 888-822-1284 or via email at support@healthcoachinstitute.com.

3) When you are ready to call in, call the contact you added (‘Maestro4294’ or ‘MCDirect1’), be sure to use ‘call’ not ‘video call’. Even if the contact request hasn’t been accepted you can still call the contact and be connected.

4) When prompted for your pin, use the Skype keypad [here](https://support.skype.com/en/faq/FA22/how-do-i-dial-an-extension-during-a-call). You don’t have to enter the ‘#’ after entering the pin when using Skype.

WHAT IF I CAN’T MAKE A SKILLS LAB?

Skills Labs are a fantastic opportunity unique to our programs so you really should try to attend every one you can.

We do however understand that our students have commitments outside of their studies and sometimes they may make it difficult to attend skills labs live on the day. Don’t worry if this sounds like it could be you, the certification requirements for Skills Labs are available on the membership area and better still, you have your tribe available on Facebook 24/7.

If you miss a Skills Lab or if you just want more practice, you should reach out to your classmates in your Facebook group to set up a Skills Lab of your very own. Skills Labs outlines and recordings are available on the membership area to help you stay on track and make sure you don’t miss a beat.
SKILLS LABS AS PART OF YOUR CERTIFICATION

We believe that actively practicing what you learn is essential to understanding and utilizing the skills and knowledge you gain on this program. Because of this, we have made the completion of Skills Labs part of your Become a Health Coach certification requirements. In order to receive certification you must have completed a minimum of 50% of the Skills Labs available (excluding pillar 4). There are a total of 26 Skills Labs in pillars 1-3 of your course therefore you must complete a minimum of 13 Skills Labs (only one per week counted) in order to become certified.

HOW DO I PROVE SKILLS LAB COMPLETION?

Although we encourage our students to attend the live scheduled Skills Lab calls on either a Thursday or a Saturday, we do appreciate that this isn’t always possible and because of this we have based the certification around ‘proofs’ rather than attendance.

A proof is a series of simple questions about each Skills Lab, such as whether you attended the live call and who you partnered with. You can find the proofs in your membership area by selecting ‘Certification Center’ (A) then ‘Weekly Skills Labs Proofs’ (B). This will display the proofs for each week (C).

Simply select your week from the list (C), complete the questions presented on the following page and submit using the ‘finish quiz’ button.
“What if I get disconnected from a Skills Lab?”
- Don’t worry! Just redial the number and enter the pin as before. Our team will rejoin you to your partner. *It’s good practice to make a note of your partner’s name so you can rejoin faster should you become disconnected.*

“Do we choose our own partners?”
- These sessions are all about gaining experience and becoming comfortable working with a variety of people and in a variety of scenarios so you are allocated your partner randomly for each Skills Lab.

“Where do I get more information on my Skills Labs?”
- Each Skills Lab has a ‘Skills Lab outline’ PDF, which is a guide to the lesson and content covered in each call. This document as well as any supplemental documents can be found in the lessons on your membership area.

“Are Skills Labs recorded?”
- Only the introduction and the end of the Skills Lab is recorded, and it will be available on your membership area around 24 hours after the skills labs has concluded. We do not keep a record of the calls between you and your partner during Skills Labs.

“What if I have a question following the skills lab?”
- You can contact our support team (*support@healthcoachinstitute.com*) with your question and they will ensure that it gets directed to the right person be that support, your coach, or Carey and Stacey themselves.

“What if I have a question during the Skills Lab?”
- You can push #4 on your phone at any time to ‘raise your hand’ and let the skills lab staff know you need assistance. We will enter the call you are in with your partner to discuss your question or issue. Our team may move occasionally from group to group during the paired practice section of the call to ensure that there are no technical issues but if you require assistance you should ‘raise your hand by pressing #4 on your phone keypad.

“What if I have a question that hasn’t been answered here?”
- Contact our support dream team! Email *support@healthcoachinstitute.com* or visit our support portal ([https://healthcoachinstitute.freshdesk.com/support/home](https://healthcoachinstitute.freshdesk.com/support/home)).