



Coach Training Resource

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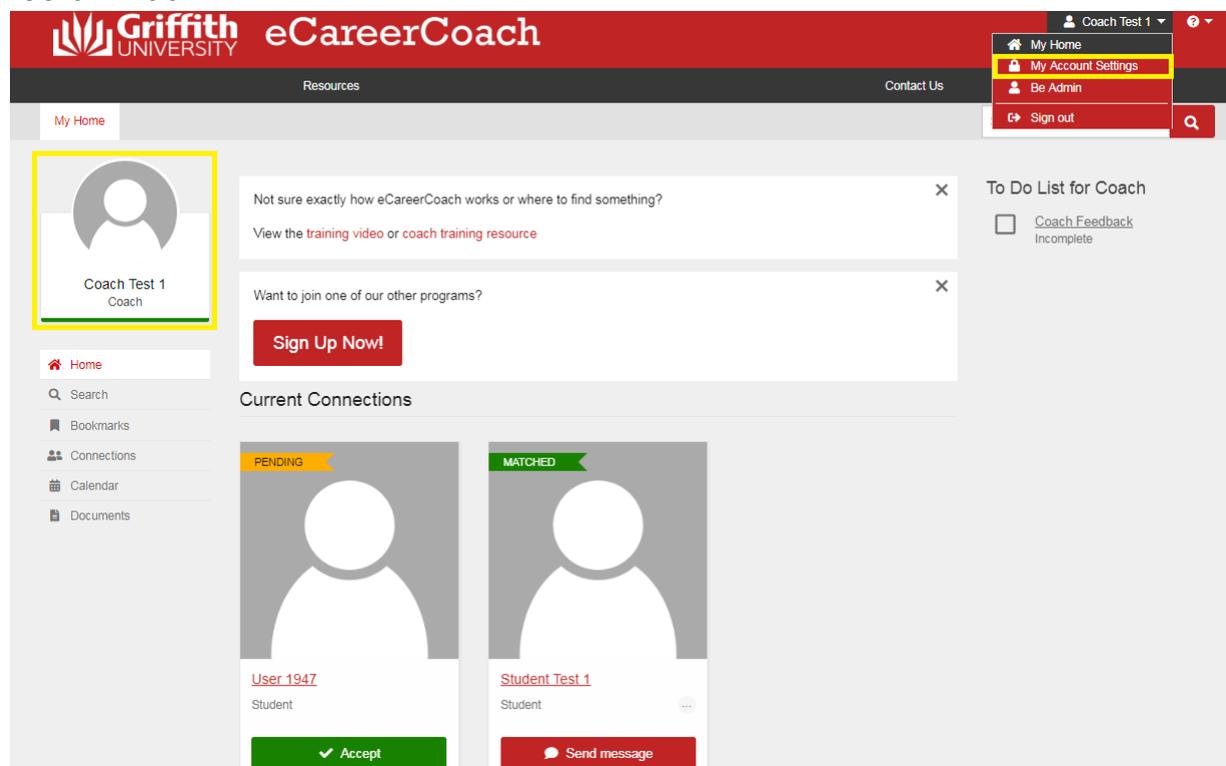
Introduction

Thank you for joining eCareerCoach, we hope that you will find the experience rewarding.

The program will be at its busiest from March to May and July to October as these are our main trimester periods for the students. Therefore outside of these times you may not receive a coaching request for weeks, or potentially longer. This does not mean that our students aren't interested in connecting with you, they simply may not be active in the system or are looking for coaches in different fields. This is why it is important to ensure your career fields are accurate, otherwise students may not be able to find you.

Updating your Details

To update your details visit the 'My Profile' (click your profile picture) or 'My Account Settings' links as shown below



My Profile

Within 'My profile' you will find the answers you provide at registration. You can edit these by using the 'Edit' button at the top right of the page.

Career Field criteria

It is important that your career field criteria is accurate for your current job.

You should have both specific and broad categories listed. For example economic development (specific) and economics (broad).

The students will use this criteria to find coaches. If your criteria is too specific and does not include general broad terms the student may not be able to find you.

If you change jobs please ensure you check these are updated where necessary.



Profile for Coach Test 1
Coach

[Edit](#)

Basic Info

TITLE[CONNECTION_ONLY]	Miss
FIRST NAME[CONNECTION_ONLY]	Coach
LAST NAME[CONNECTION_ONLY]	Test 1
MOBILE PHONE	0403000000
CITY	Brisbane
COUNTRY	Australia

Education

DEGREE	Bachelor of Business (Event Management)
INSTITUTION NAME	Griffith Univeristy
GRADUATION YEAR	2010
TICK IF YOU STUDIED AS AN INTERNATIONAL STUDENT	No
ARE YOU A GRIFFITH GRADUATE?	Yes

Work

JOB TITLE	Project Manager
COMPANY NAME	XYZ Company
WHAT CAREER FIELD/S WOULD YOU CLASSIFY YOUR JOB AS?	Event management Marketing Sport management Tourism Government
PLEASE LIST YOUR OTHER PREVIOUS WORK EXPERIENCE.	Project Officer - XYZ Company, 2012 - 2015 Marketing and events Assistant - Event Company, 2010 - 2012
PROFESSIONAL/ACADEMIC AFFILIATIONS	Meetings and Events Australia (MEA)

Account

Account Info

Within this tab you can update your password and also connect via LinkedIn.

If you choose to connect via LinkedIn your current job information will change when you update it in your LinkedIn profile.

However it will **not** update your previous experience or your career field criteria. You will therefore need to go into 'My Profile' and update these fields.

Participation

Here you can change your participation settings (see image on the next page).

If you are particularly busy at work, unwell or away on vacation and would prefer not to receive any coaching requests you can make yourself invisible in the system. Becoming 'invisible' will remove your profile from the search pool, but will not remove any of your current or pending requests. Therefore you will still need to accept, decline or end these relationships if you do not want to be contacted by these students during this time. To set your account to 'invisible' you simply need to choose a start and end date. Once the end date passes, your profile will appear in the search pool again.

The screenshot shows the 'My Account Settings' page for a user named 'Coach Test 1'. The 'Participation' tab is selected, showing 'Participation Preferences' and 'Contact Limits'. The 'Participation Preferences' section includes 'Invisibility starting' (1 December 2018) and 'Invisibility ending' (8 December 2022). The 'Contact Limits' section includes a table with columns for Role, Max mentees, Max inbound contacts, and Searchable.

Role	Max mentees	Max inbound contacts	Searchable
Coach in eCoach	2	N/A	<input type="checkbox"/>

Additionally, in this tab you can also change the number of students you are connected with at the same time. The maximum number of students is 3, however you can make it anywhere from 0 – 3 depending on how involved you would like to be. Simply change the number in the drop down menu, and save.

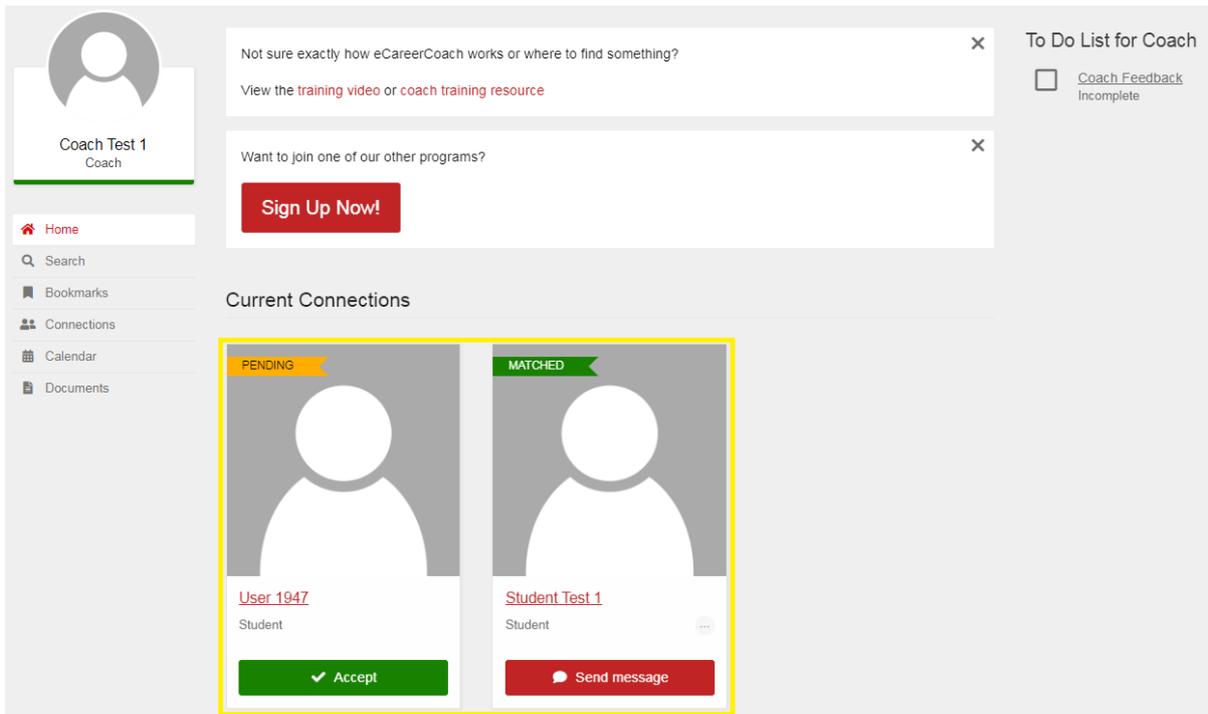
Communication

Here you can update your phone, skype name and time zone. If you are an international coach updating your time zone is a good way to let students know when they should contact you or when they could expect a reply.

Coaching Relationship

You can find your connections on your home page. The student profile on the left (below) you are connected with. The student on the right has requested you, and is awaiting your response.

Prior to connecting the student's name will be hidden and will show as "User ____." After you are connected you will see their name. This is the same for your profile in the student system.

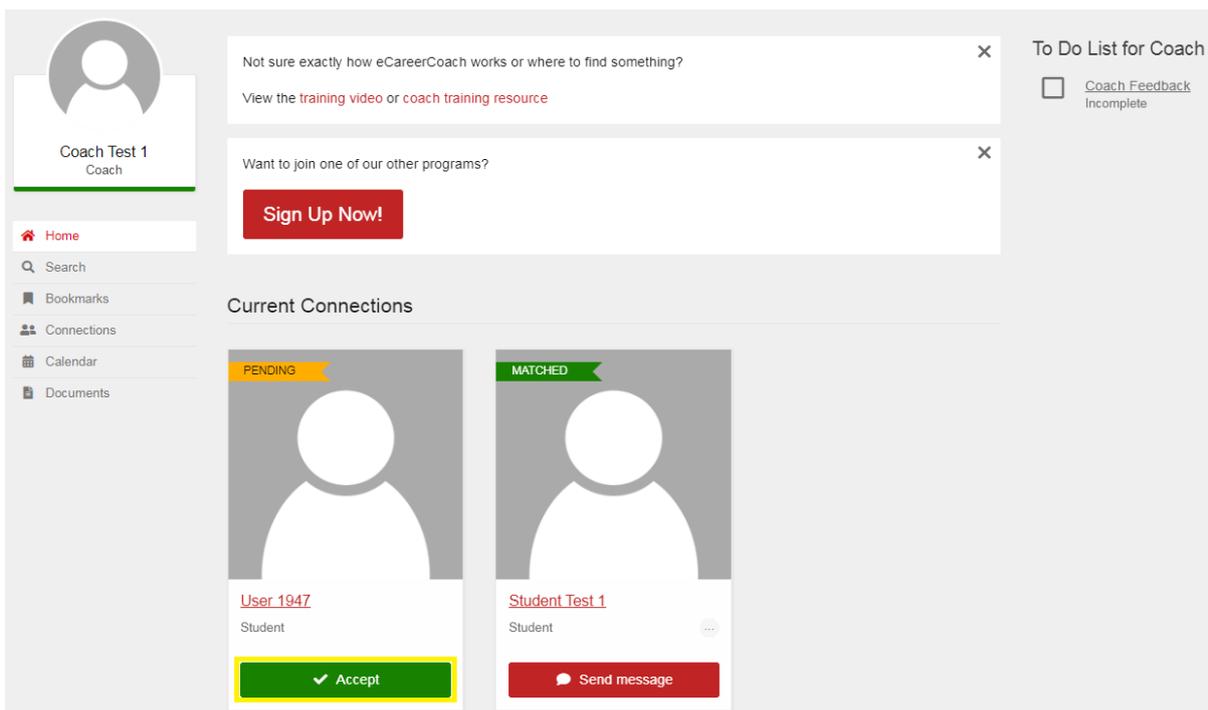


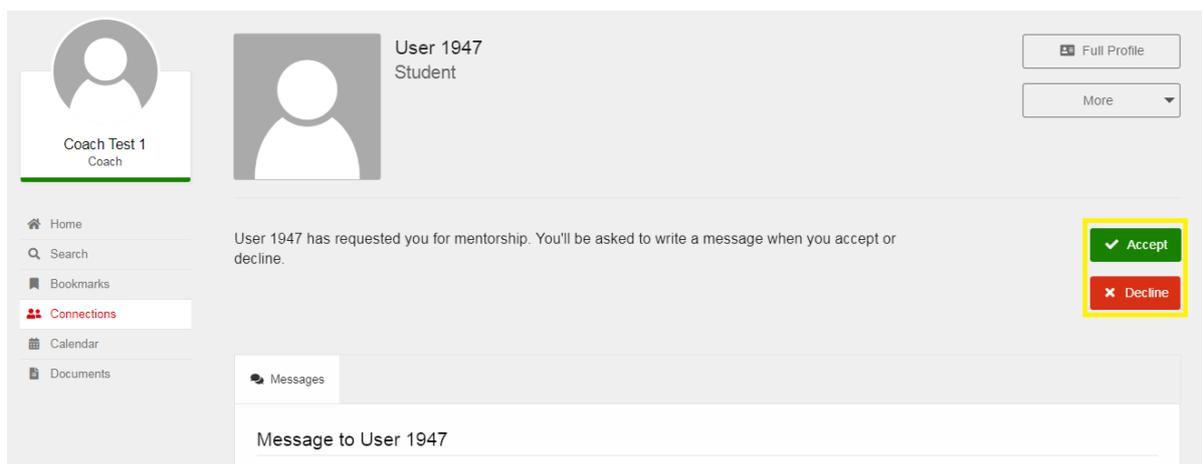
Requested Connection

How to accept or decline

You can accept a requested connection in three ways. The easiest way is by accepting it directly in the request email you receive. Alternatively you can choose to accept the request from your home screen (top image below) by clicking the 'accept' button; or you can go into their profile by clicking their image and then accept. To decline a request you must go into their profile (bottom image).

Preferably you would send the student a message when you choose to accept or decline their request. This message will be sent with an email informing the student of your decision.





Current Connection

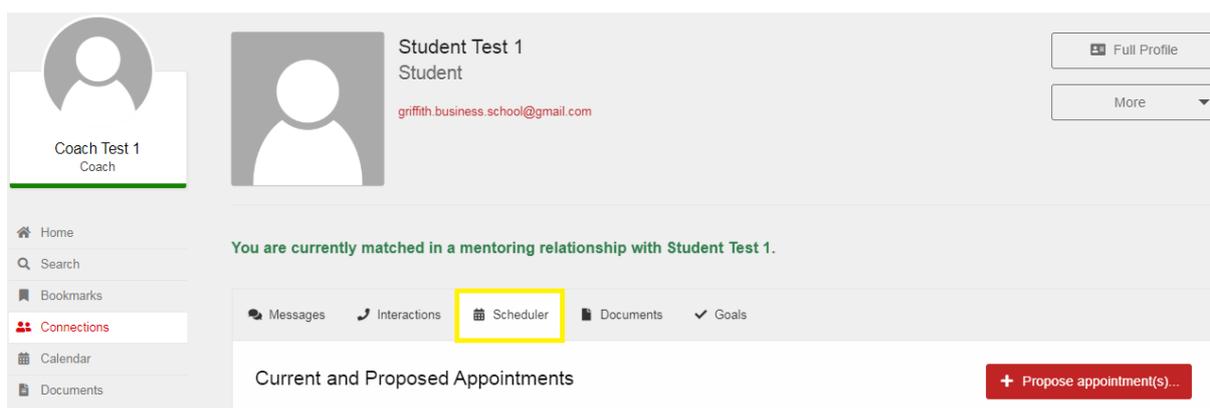
What to do once you have accepted a connection

Once you have accepted a connection request it is the student's responsibility to contact you. They may have already asked you a question in their initial request, if this is the case please feel free to respond to this when you connect.

It is expected you will interact online via email. This may be one or more emails between you and the student, it depends on what you discuss and if they require clarification. You are welcome to suggest an in-person meeting, Skype call or phone call if you prefer; however this is not expected.

Scheduling a meeting

If you choose to connect offline you are able to use eCareerCoach to schedule a meeting time. To suggest a meeting time you simply need to click on the students, name, go to the 'scheduler' tab and click 'propose appointment.'



After completing the details in the pop up (including time, day and location) the student will then be able to respond or suggest an alternative time. You and the student can also add both the tentative and finalised meetings to your personal Outlook or Google Calendars for ease of access.

The screenshot displays a mentoring relationship interface. At the top, it shows the profile of 'Coach Test 1' and 'Student Test 1' with contact information. A navigation sidebar on the left includes options like Home, Search, Bookmarks, Connections, Calendar, and Documents. The main content area is titled 'You are currently matched in a mentoring relationship with Student Test 1.' and features tabs for Messages, Interactions, Scheduler, Documents, and Goals. The 'Scheduler' tab is active, showing 'Current and Proposed Appointments'. A notification indicates the current time zone is Brisbane. Three appointment cards are visible: two finalized meetings on August 15 and 16, 2016, and one tentative meeting on July 18, 2017. The tentative meeting card has a yellow highlight around the 'Accept' button.

Log interaction

If you choose to interact offline or via email directly (rather than through eCareerCoach) you can log your interactions.

To do this you can either go into the student's profile and using the interactions tab (top image, next page). Or you can go to 'Calendar' and click 'log interaction' (bottom image, next page).

Logging the interaction is important as it will allow you to recall how to you interacted with the student and things you discussed. If you choose to meet with the student again you are able to check your notes to see what you discussed in your last meeting whether this was via email, phone, Skype or in person.

Coach Test 1
Coach

Student Test 1
Student
griffith.business.school@gmail.com

Full Profile
More

You are currently matched in a mentoring relationship with Student Test 1.

Messages Interactions Scheduler Documents Goals

Interactions + Log Interaction

Student Test 1 proposed some meeting times to you.
12 May 2017, 1:31 PM
Student Test 1: Corner Cafe
View Scheduler

Coach Test 1
Coach

Calendar

Appointments Events

Finalized appointments

AUG 14 2016 Meeting between Coach Test 1 and Student Test 1
Appointment with Student Test 1
15 August 2016, 8:00 – 9:00 AM AEST

Cancel Appointment
Log Interaction
Add to Calendar

Ending the coaching relationship

Once you have finished coaching a student it is expected that the student will 'release' the relationship.

It is especially important to ensure this is done if you are only coaching one student at a time as you will be unable to connect with another student until this is done.

Though it is the student's responsibility, you are able to release the relationship yourself. Within the student profile (click their picture or name) you click 'more' up the top right and 'move to past connections'. This will end your coaching relationship.

Coach Test 1
Coach

Student Test 1
Student
griffith.business.school@gmail.com

Full Profile
More

You are currently matched in a mentoring relationship with Student Test 1.

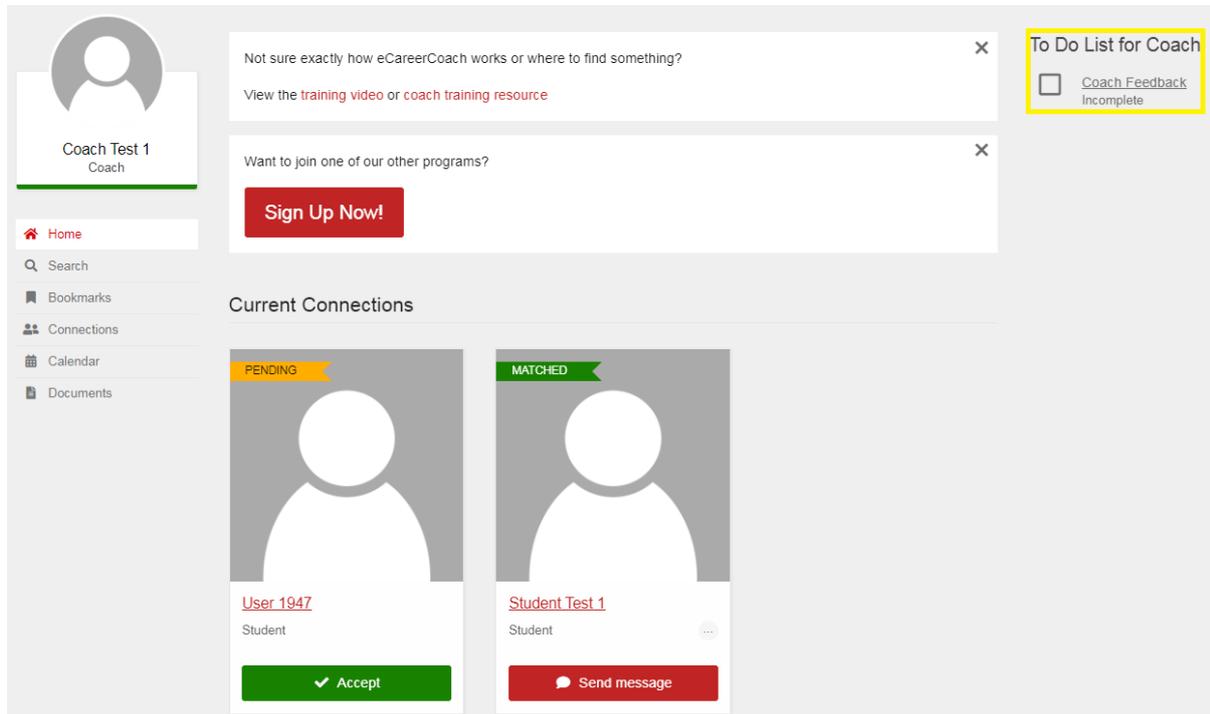
Messages Interactions Scheduler Documents Goals

Message to Student Test 1

Move to past connections
Contact admin...

Feedback

After your relationship has been released you will be asked to complete the feedback form. The link to the form will be emailed to you, or you can find it on your homepage under 'To do'.



Coach to Coach Networking

You have the option in eCareerCoach to find and network with other Coaches in the program. To do this go to 'Search' in the left column under your image.

Here you can search for coaches via a selection of different search criteria. We suggest using 'Keyword' as you are able to use the Career Field criteria from their profiles to search. Due to the privacy settings on eCareerCoach you will not know the name of the other Coach until you have introduced yourselves.

You can send a message by clicking 'send message' beside the coach profile you would like to contact. As with student request emails, the coach will receive an email with your message where they can respond.

The screenshot shows a search interface with a search bar containing the keyword 'event' and a filter set to 'Very Important'. The search button is highlighted in yellow. Below the search bar, the results section shows 'Results (19 discovered)'. The first result is for 'User 1969', a Coach. The search results for this user are highlighted in yellow, including the text: 'WHAT CAREER FIELD/S WOULD YOU CLASSIFY YOUR JOB AS? JOB TITLE: Event management, Marketing and Administration; Marketing and Event Assistant/Orientation Coordinator (Undergraduate); PLEASE LIST YOUR OTHER PREVIOUS WORK EXPERIENCE: Event Operations - Sanctuary Cove Boat Show; Customer Service/Concierge - Westfield Garden City; Brisbane International (Tennis) - Player Services volunteer'. A 'Send message' button is also highlighted in yellow.

Contact Us

If you have any questions please visit our [FAQ's page](#) or email us at ecoach@griffith.edu.au.

Other Programs

If you would also like to engage with our Industry Mentoring Program you can register by clicking the banner on your homepage.