



Sacred Depths

COACH CERTIFICATION

Celebration/Next Steps Call Resource Sheet

“ *The Celebration/Next Steps call is a powerful way to end a cycle or to renew with a client.* ”

How you end is as important as how you begin. It's important that at the end of the coaching cycle, to be deliberate and intentional around closing that cycle even if the client is going to continue. This helps the client integrate the entire experience.

Closing the door on the container sets up opening of a new door if it is aligned to continue with a client. Either way, you want to think about how you're closing or ending with a client. If you end strongly, it makes all your work even better.

Procedures to Follow

- Do this on a separate call from their regular session calls.
- Schedule between the last two calls or between the second and third to last calls. Try to avoid having the call after the coaching cycle is done.
- Schedule it via email (see template below).
- Be purposeful in deciding to continue working with a client. Don't just blindly continue but rather do it because you sense the client will get a lot of value from continuing to work together. Make the assessment ahead of time whether you'll make the invite to the client.
- If you decide it wouldn't make sense to continue working with the client, then shift the invitation to not include language of working together.

Email Template (remember to use your words so it sounds like you)

I can't believe our time together is coming to an end. It has been such a powerful journey with so many important shifts for you. I would love to gift you an extra complimentary session for us to celebrate all that has happened for you. We'll also use this time to look at what's next for you and how I can support you in that ongoing work.

Mechanics of the Call

These are the steps involved in the Celebration and Next Steps Call. Refer to the Script resource sheet for examples of what to say in each step.

I. Set an Intention

- Always begin with you and your client setting an intention.
- This should be a practice your client is familiar with from your regular sessions.

II. Celebrations

- Set a full hour so you don't skip on any part of the call
- Spend time here. It is an opportunity to spend 10-15 minutes to support client in celebrating themselves, which is a real benefit for the client.
- As humans we tend to under celebrate and not really see all that we have accomplished.
- We tend not to see all the ways we have evolved.
- We tend to make smaller, things that are bigger.
- Or we forget because we've integrated the shift or transformation so deeply
- Keep asking "AND WHAT ELSE" until they really don't have anything else.
- As the practitioner, you also want to add things. Name the inner or outer growth you've witnessed in the client that they haven't mentioned.
- If the client hasn't achieved some of the goals they set, even with all the progress they've made, it's a good practice to acknowledge that BEFORE asking them what they want to celebrate. You may have to honor what is for the client to be in a space to be willing to look and celebrate or acknowledge.

III. Vision

- Be sure to give this portion of the call as much as possible also. You want to make sure the client really has the space so you can activate the vision.
- Want to make sure client has an opportunity to outline for themselves what they want next.
- It is a gift to give someone the space to vision what they want.
- It is also a key piece to an enrollment (or continuation). It becomes difficult for someone to invest in moving forward if you haven't really activated their vision.
- If they don't have something they really want to work for, or if they don't have a vision that they feel invested in then it's harder for them to invest the time and money into continuing the work you are doing with them.
- More times than not, your client's vision will be on where they are under-estimating what they can accomplish in the next year (or the time frame for your services).
- As you're holding space for the client, as they lay out their vision and what they want, listen to make sure their vision is big enough and aligned for them.
- This is an opportunity for you to show the client you really see them by adding pieces to their vision and help them create a vision that feels doable and exciting for them.

IV. The Bridge

- What they will need to get to their vision
- This portion of the call does a couple of things:
 - It's the bridge that lays out how working with you will help the client get to where they want to be.
 - This is also the part of the conversation where you will bring up anything didn't quite happen in the way they wanted during the current cycle of coaching. Use this as a chance to call or invite them to stretch into their next places.
- You're going to want to add some pieces here too to what the client says.
- Validate and affirm whatever they share. And there may be other places where you know they're going to need help, and where you can support them. Share these with them.

V. Make the Ask

- Once you've done all the above, you're ready to make the ask.
- If you're not raising rates or nothing is changing and they say yes, express your gratitude and move to closing the call.
- If anything is changing or you sense they need some time, send them the new information and give them a few questions to think about or journal (see Next Steps Call Script for examples). Then set up a second call to see if they're ready to step in or work with any resistance if there is any.

VI. End the Call

- Always end the call asking for takeaways
- If applicable, schedule the second follow-up call before getting off the phone.