

# What is Coaching?

## YOUR GUIDE TO COACHING





# Getting Started with Coaching

Congratulations on taking a proactive step toward improved mental health and wellness! Because many people have varying levels of familiarity with coaching, this guide is designed to answer questions you may have and help you get the most out of your Modern Health benefit.

## What is coaching?

Coaching is the process through which a certified coach uses evidence-based approaches to help a client gain deeper awareness into a non-clinical situation, identify opportunities for growth, and create action plans to move towards their goals.

### > Reflection, clarity, and accountability

Your coach is there to collaborate with you and support you in organizing your thoughts, emotions and goals, empowering you to drive your sessions while providing reflection, clarity, and accountability along the way.

### > Transitioning from therapy to coaching

For many of our therapy users that no longer require support for clinical difficulties, transitioning to coaching is an incredible way to stay on track while proactively working towards personal and professional goals. Our coaches and therapists operate fluidly within a central ecosystem, making this transition straightforward and tailored to your needs.

### > Things you can work on with your coach

- Building healthy habits
- Reducing stress
- Anxiety around relationships
- Burnout
- Communication skills
- Productivity
- Financial well-being
- Being let go or having to let people go.
- Parenting and working full-time from home

## What kind of credentials does my coach have?

Modern Health coaches are certified by the gold standard in the coaching world: the International Coaching Federation (ICF), undergo consistent and intense vetting, training and evaluation. Coaches are just as qualified as therapists to discuss your non-clinical mental health needs with you.

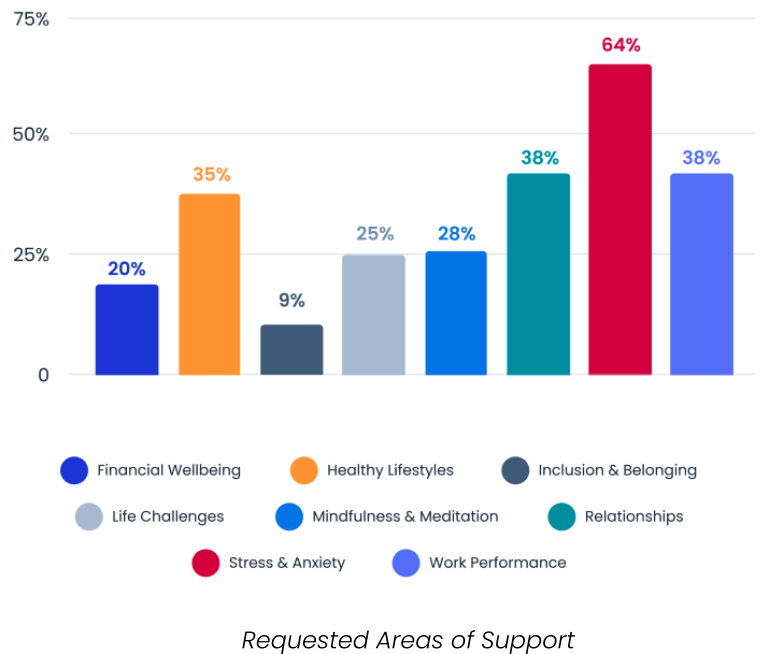


### Will my coach use evidence-based techniques?

At Modern Health, providers are trained in evidence-based techniques such as Cognitive Behavioral Therapy, Acceptance and Commitment Therapy, Motivational Interviewing, and Mindfulness. Coaches will utilize these techniques to help clients maintain accountability and work through their personal and professional goals.

### Can my coach help me with mental health?

Absolutely. Your Modern Health coach is trained to help you build mental resilience, improve your well-being, and address challenges you may be facing across different areas of your life. Among Modern Health members working with coaches today, 64% of members focus on issues related to Stress & Anxiety, 38% on Relationships, and 38% on Work Performance. If you are experiencing high levels of distress that require more specific intervention, your coach may refer you to work with a therapist.



### What is the difference between coaching and therapy?

Modern Health’s belief is that anyone can benefit from working with a coach, and some people need therapy in addition to or instead of coaching. The primary difference between coaching and therapy is that therapy is conducted by licensed professionals who are trained to treat clinical difficulties (e.g., depression, anxiety), whereas coaching is conducted by credentialed professionals who are trained to address non-clinical issues (e.g., stress, relationships, personal growth, financial well-being, and professional development, among many others).



## What can I work on with my coach?

In addition to helping you manage stress and anxiety more generally, our coaches are trained to help you handle a wide range of situations that may come your way. Here are few examples of things our members work on with their coaches.

### Navigating a challenging relationship

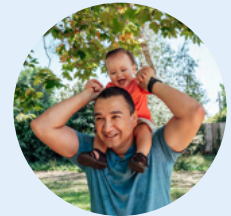
Sarah is a Modern Health user that is navigating a challenging relationship with a long-term partner. She met with her coach to discuss why her relationship was no longer working, and they discussed reasons why Sarah felt she wanted to end the relationship. Since maturely ending her relationship using strategies she discussed with her coach, Sarah and her coach have been in constant communication via chat, discussing strategies for handling post-break-up loneliness.



**Sarah, 32**

### Balancing Parenting and work during the COVID-19 pandemic

Peter is a proud new father who has been finding it difficult to stay on top of his job as a VP of Sales at a preeminent tech company while taking care of his new baby and working from home. He has not been sleeping well, and feels generally stressed and overwhelmed, making it hard to enjoy time with his son. He has met with his Modern Health coach a few times, who has coached him through strategies for setting boundaries at work, and helped him discover mindfulness techniques for coping with intense stress.



**Peter, 41**

### Maintaining accountability for professional goals

Leah started a new job at a Venture Capital firm almost a year ago and was coming up on her first annual performance review. She worked with her Modern Health coach to set professional goals to discuss with her boss, and after the review met with her coach again to create a plan to maintain accountability for her goals. Her coach helped her to create a personal OKR plan for the upcoming quarter, and she checks in frequently with her coach via chat to track her progress.



**Leah, 28**

## Benefits of Coaching

- ✓ Coaching allows you to move from current thinking, behaviors, and performance to expanded thinking and enhanced performance.
- ✓ Research suggests that coaching significantly improves feelings of self-efficacy and worth, allowing for increased self-confidence and ability to take on new tasks.
- ✓ Participation in coaching is tied with enhanced mental health, quality of life, and goal attainment.
- ✓ Coaching shows positive effects on performance/skills, well-being, coping, work attitudes, and goal-directed self-regulation.
- ✓ Coaching has shown these positive effects on team members and peers:
  - ✓ Increased job satisfaction and work engagement.
  - ✓ Improved perception of strategic alignment of job.
  - ✓ Improved perception of work-culture support.
  - ✓ Improved quality of communication.

