

General conditions for follow-up coaching

What is follow-up coaching ? Follow-up coaching is intended to support the application of methods / techniques covered in a certain course in daily practice. So after having applied the course matter to their own cases, course participants can make use of the trainer's expertise to evaluate / discuss their results. So the purpose of follow-up coaching is guidance, not outsourcing. Answers to questions concerning topics outside the course context are not considered as follow-up coaching, but as consulting.

What does follow-up coaching comprise for open courses?

For open courses, follow-up coaching comprises:

- One individual follow-up session of 2 hours in CQ's offices within 6 months after the course¹
- A 2 hour budget for telephone support within 12 months after the course²
- Extended on-the-job coaching at reduced consulting fees during 12 months³

¹ Location for the individual follow-up session are CQ's offices in Leuven (unless otherwise agreed with the participant). Participant will make an appointment with one of CQ's consultants, within 6 months after the last course day.

² If participant wants support by telephone, he / she will first make an appointment with one of CQ's consultants, and briefly describe by e-mail the subject of his / her call. The 2-hour budget can be spent on several separate calls. For each call however the remaining budget will be decreased by minimum 15 minutes.

³ A 50% rebate on CQ's standard consulting fees during one year, starting from the last course day. Location for appointments will be CQ's offices in Leuven, sessions of minimal 1 hour. After one year, standard consulting fees apply.

What does follow-up coaching comprise for in-company courses?

For in-company courses, follow-up coaching comprises:

- One 4-hour follow-up session on-site within 6 months after the course¹
- A 4 hour budget for telephone support within 12 months after the course²
- Extended on-the-job coaching at reduced consulting fees during 12 months³

For in-company courses 'the company' will appoint a coordinator, who will take care of the local organization of the 4-hour follow-up session, and whom participants, before contacting CQ, will inform about their request for support by telephone or for extended on-the-job coaching.

¹ One 4-hour session, to be organized within 6 months after the last course day, is included in the course fee, expenses for travel and accommodation are not included. This follow-up session can be arranged as individual meetings or as a plenary session or a combination of both.

² If a participant wants support by telephone, he / she will first make an appointment with one of CQ's consultants, and briefly describe by e-mail the subject of his / her call. The 4-hour budget can be spent on several separate calls. For each call however the remaining budget will be decreased by minimum 15 minutes.

³ The first follow-up session (see 1) is included in the course fee, three more half-day sessions are offered at a 50% rebate on CQ's standard consulting fees plus costs of travel.