

## Well-being Coaching

### Coaching overview:

Coaching is a proactive, solution-based program that works with people in their present situation to improve future outcomes. The goal of coaching is to create personal awareness and accountability by helping individuals learn models for resolving challenges. Coaches do not give advice or direct members on what to do. Rather they support members to find their own best path to reach their goal/s. The coach helps to keep the member accountable.

What can coaching do for a member?

- Physical health goals
- Develop new life skills
- Capitalize on strengths
- Step out of their comfort zone
- Develop empowering habits
- Manage change
- Increase motivation
- Work/life balance

### FAQ's

- How long are the sessions?  
After the initial 30-minute goal-setting session, each week the coach and member will check in for 15-20 minutes by phone or televideo.
- What hours are the coaches available for sessions?  
The RFL coaches have availability Monday-Friday, 8am-8pm EST.
- What should members know about their first session?  
The initial consultation is conducted over the phone. Afterwards, the member can choose to have their follow up sessions over video or continue over the phone.
- Do members have to choose between RFL coaching or RFL counseling?  
No. Members are able to access both benefits simultaneously. (Members can access their 8 counseling sessions while also being engaged with a coach for their wellbeing needs.)
- Can a member be in counseling and work with a coach?  
Yes, a member can engage in both at the same time. If a member is interested in coaching, the coach will assess for appropriateness during that initial consultation.
- Is coaching the same as counseling?

No, coaching is different from counseling. Coaching focuses on individual goals and provides information, insight, and collaboration. Counseling pairs a licensed mental health professional with a client who may be struggling with emotional distress, mental illness or disability. Counseling is often focused in the past and is problem oriented.

- What if a member expresses risk issues while on a coaching call?  
If a risk issue is identified during a coaching session, the coach will warm transfer the member to the RFL Clinical queue.

**Criteria:**

- Members must be 18 years or older.
- Members cannot be in distress.
- Member must want to participate in frequent touchpoints with a coach on goal setting and general life topics.
- Coaching is not counseling or a replacement of counseling.