



FREQUENTLY ASKED QUESTIONS

GENERAL

How many participants will attend Inspire's Introductory Workshop?

Ideally there will be a minimum of 8, with a maximum of 12, to encourage interaction within a supportive environment and even participation in group sessions.

Will the sessions be private and confidential?

The Introductory Workshop will take place in a specially designed venue in a convenient location. The follow-on programme consists of 1-2-1 coaching and administrative support. These sessions will be held in discreet locations (Lorna and Alison) and in a home-based studio (Fiona). We all abide by our professional body's code of conduct and ethics and observe high levels of client confidentiality.

How long will the process take from start to finish?

For clients undertaking Inspire's Re-employment Management Programme, you will attend an initial Introductory Workshop where you will discover the benefits of career and business coaching, image awareness and outsourcing CV writing and job search resources. We will then run through the synopsis of the follow-on 12 hour package which involves three 4-hour sessions with our professionals. You will then have the opportunity to book for the rest of the programme. Dates and times for these sessions will be booked to suit your timescales. It is recommended, however, that you follow our suggested order of sessions:

1. Lorna - to establish your life and career direction
2. Fiona - to establish your colour and style direction, work on personal branding and career goals
3. Alison – to tailor a winning CV and supporting literature/presentations

Realistically, the process could be anything between a 4 to 6 week period.

Week 1	1 hour coaching with Lorna		
Week 2	40 mins coaching with Lorna	Session with Alison	
Week 3		Session with Alison	Session with Fiona
Week 4	40 mins coaching with Lorna		
Week 5	40 mins coaching with Lorna	Session with Alison	
Week 6	Final coaching session with Lorna		
TOTAL	4 HOURS	4 HOURS	4 HOURS



What are the payment options?

Pre-payment by BACS or cheque (payable to Inspire) is required for attending the Introductory Workshop, then you have the option to book the rest of the RMP. Pre-payment is also required, as before.

Can you guarantee me a job by the end of your programme?

Our personal development programme provides face to face expert coaching, tuition and support to those looking to gain employment or improve your career prospects. With our experience, inspirational guidance and success stories, we are confident that by implementing our results-driven advice it will 'breathe life into your future' and encourage you to achieve your goals.

Are there any further resources available to me during or after the programme?

Yes, when you sign up for the follow-on sessions you will be given access to our 'Recommended' Database of Experts in related fields, e.g. recruitment consultants, business start-up resources and soft skills training providers. Most of these are third party contacts or network colleagues.

There are also add-on services from the Inspire team:

- **Coaching – Lorna Evans, Time 4 You**
 - Goal Setting
 - Time Management
 - Interview Techniques
 - How to Reinvent Yourself
 - Team Building

- **Image – Fiona McClurg- Welland, style2you**
 - Unlock the secrets to a workable capsule wardrobe
 - Personal Shopping service for those first impression & impact outfits
 - On-going wardrobe management and outfit building
 - Seasonal Update Workshops
 - Professional Portraits (photography)

- **Administration – Alison Murray, VA Today**
 - Word processing /professional layout of business or personal documentation
 - Bespoke business and administrative support for business owners/self-employed professionals
 - Lifestyle management services
 - Event management services
 - Proof-reading and editing



COACHING

How are sessions conducted and how often?

Sessions are mainly conducted over the telephone, though face to face may be possible.

Where do you advise the client is when talking to you?

This will depend on personal and work circumstances. Some of my clients have the house to themselves at certain points in the day and will arrange for their sessions to be at this time. Others have called me whilst sitting in the car during a lunch break. My main advice is to ensure you have privacy at the time of your Coaching Session.

When will my Coaching be and at what times is the Coach available?

The Coach has slots in the morning, afternoon and evening as she recognises that people all differ, as do their circumstances. There is flexibility offered in that just because the first session is booked for a Monday evening the client does not have to have that slot each week!

What is the average number of Coaching sessions.

4 – 6 is what most of my clients have had to reach the place they wanted to be. However, as everybody and their circumstances is different, this will differ from client to client.

Why does Coaching work?

Because it allows the client to explore possibilities, hopes and dreams in a safe, non-judgmental environment with somebody who can be objective.

What are the advantages if I opt for the MBTi aspect of the Coaching extras?

The MBTi is a tool that can be used to remind or inform the client of the way they like to work, rest and play! The knowledge of yourself that you gain can prove invaluable in both professional and personal relationships, as well as offer suggestions as to career options that may suit you best. This may also provide insight as to why you are drawn to certain careers/lifestyles. Recognising what stresses each MBTi type is a real eye opener and the knowledge obtained can offer ways in which the major stresses can be avoided or how to deal with oneself whilst stressed - highly valuable knowledge that can ease many an awkward situation. A full report is provided if you choose this option.



IMAGE

What makes a good image consultant?

To assess the credibility, commitment and professionalism of an image consultant, look for membership to a relevant industry association – the most well respected being The Federation of Image Consultants (TFIC). Look for a trained consultant with appropriate certifications and experience. Image professionals offer assistance in image enhancement (appearance, colour and style analysis, wardrobe development and management), sound and effective communications, business and social etiquette, personal branding, and more – all through coaching and training. Fiona is an Affiliate Member of TFIC and won the Spirit of Inspiration award for “Most Successful New Image Business 2008”.

Why do you think image is so important? It's what's inside that counts isn't it?

As a former manager and trainer, I know that people make instinctive and fast initial assessments of individuals based on what they convey via their appearance. Those first impressions tend to form patterns of interaction between you and others – and that's why image matters. Having a handle on and control of your personal image and branding is the most powerful tool you have to influence others and set the tone of interaction that will define your success in various situations.

How will I know if the advice will work?

A good image consulting experience will make you feel that you are faithfully expressing your authentic self. It should never make you feel like you are playing a role or becoming someone else. Look for a qualified image consultant who listens carefully to understand your unique identity. They should then translate that into colour and style choices that help you authentically express who you are and how to convey your intent in a given situation. Reading satisfied client testimonials will illustrate the results they have experienced by putting into practice our advice. Fiona can supply these on request.

What materials will I receive as part of my 4 hour image session?

You will be given a comprehensive folder of information which relates to the analysis of your individual colour and style, along with supporting literature on personal branding and how to combine colours and garments for maximum impact and success. You will also take away your individual colour direction swatch wallet for you to use when weeding out the non-harmonious shades from your current wardrobe and as a guide when shopping for new items. *For women, you have the option to purchase cosmetics, pashminas and jersey tops to suit your colouring and body shape.

(Personal shopping for 'success' outfits is available after the programme.)



ADMINISTRATION

Will we physically need to meet for 4 hours?

These sessions can be undertaken either in person or by phone/email communication and the 4 hours relates to the total amount of time that Alison will spend on undertaking and delivering on the tasks in this part of the programme.

How will you provide me with my CV/presentation/other typewritten material?

For efficiency in terms of time and resources, any typewritten documentation will be provided in electronic format, primarily by email, for clients to store and print at their convenience. Hard copy formats can be provided on request (extra charges may apply for printing on client-specific paper).

If I need to make any changes, will you charge me extra?

Every effort is taken to ensure that any typewritten documentation is provided as error-free as possible, however it is your responsibility to check all final proofs for spelling and typographical errors. Any errors and minor amendments to the text will be carried out free of charge. Major amendments (e.g. complete rewrites) or amendments requested after your acceptance of any final proofs may incur additional charges.

What happens if I accidentally delete the electronic file or lose the documents you provide?

All documentation produced for you will be retained on file for a period of 6 months following completion of the programme and requests for additional electronic copies will be provided free of charge during this period.