



# S:US NEW CLIENT ONBOARDING

*Michele*

**MICHELE DAVENPORT, PCC, CPCC**

Founder and CEO, Mosaic Coaching Solutions (MCS)

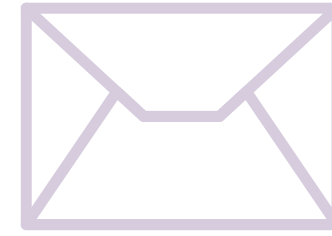


**MOSAIC**  
COACHING SOLUTIONS



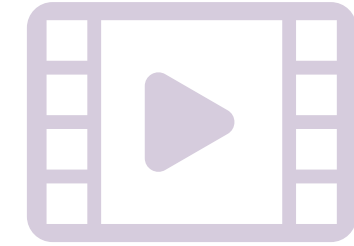
## 1. WELCOME PACKET

To start our work together you will receive your welcome packet with all the pertinent information for your launch, including the Discovery Intake Questionnaire, How Coachable Are You?, Wheel of Life, & Coaching Agreement.



## 2. SCHEDULING

The first and perhaps most important conversation is the Discovery Intake Session. It's where we will design our alliance, that is, determine how we will work together in support of you experiencing greater satisfaction & fulfillment, all day most days, then calendar your engagement so you have access to dates that work best for your schedule.



## 3. MCS PREMISES

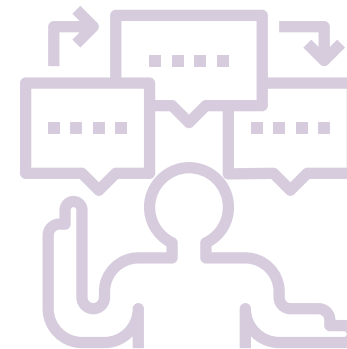
There are 4 primary premises that anchor our work:

1. What we think about we bring about.
2. Nobody gets to be right/wrong.
3. What we resist persists.
4. The way we do anything is the way we do everything.



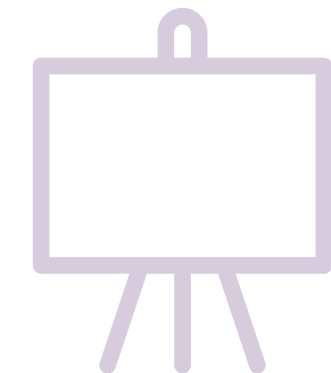
## 4. 48 HRS BEFORE DISCOVERY

Be sure all of your documents have been submitted. If we don't have them, we'll ask you to reschedule your appointment. This gives us sufficient time to prepare for your launch. Remember, the Intake Questionnaire is requested 3x and sent one at a time as you complete them!



## 5. WHAT TO EXPECT NEXT

Once launched, the next several weeks will be foundational + housekeeping: EQi, 360 as relevant, wheels, values & purpose, captain & crew. Housekeeping ~ we'll ask you to connect on LinkedIn and confirm your email address,



## 6. HOLDING SPACE

As your Coach, our primary role is to hold space for you to process out loud everything that's stirring. With clarity around what matters most, you're ready to make decisions that will inspire you to dance like no one is watching!



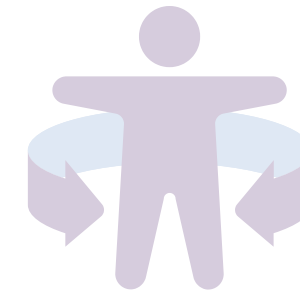
## ENGAGE FULLY

Your primary role in this relationship is to show up and be as fully present as you can. This is an opportunity to turn inward, heighten your self awareness, then make decisions that honor the best parts of yourself. Let's optimize our time together.



## BE ENDLESSLY CURIOUS

Call it intrigued, nosy or fabulously curious, coaching is meant to spark endless questions. Your role is to be ok with the questions and to allow us to be there as the answers emerge and support your transformation.



## WHOLE PERSON

To be open and to expect us to focus on the whole person. While you may have come to coaching with something specific in mind (a particular leadership competency or goal), the benefits will be comprehensive and sustainable.



## PRACTICE SELF-COMPASSION

Imagine that your best friend has shown up and needs your ear, voice or loving support. During coaching, we want you to offer that same compassion. Transformation is "heart" work and is non-linear. We'll be with you every step of the way.



## TRUST & BELIEF

We are here for you and believe in supporting your dreams, goals and aspirations. We hope to begin building trust during our first conversation and to move from there to support your expansion and growth.



## CONFIDENTIALITY

That's it - our conversations are confidential. You can tell anyone you're coaching with us, but we never will!



## THE HARD TRUTH

We will say things to you that no one else will. Once you sign the Agreement, you've effectively given us permission to get in the arena with you and to stir up some things! Vulnerability is natural and encouraged - let's do this!



## REQUESTS & ACCOUNTABILITY

Nearly every coaching session will include R&A. We will request things of you that no one else has and will hold you accountable for practicing to new behaviors. You always get to say YES, NO or to make a counter offer to any request.



## SABOTEUR MANAGEMENT

Nearly all of us have a Saboteur - those limiting beliefs that sometimes have us doubting what's possible. We have simple tools to help you recognize this and to keep it from hijacking your best intentions.



## CHAMPION

We are team YOU! All day, every day, you can expect your Coach to celebrate the wins and hold space when the hurdles emerge. You've got a champion in your corner, rooting for you.

# TESTIMONIALS

"Michele came highly recommended by a trusted friend. She helped me to shift my mindset in meaningful and profound ways that continue to pay dividends in every area of my life. Her coaching techniques have helped me to set and exceed professional goals through customized integrated tools, mindfulness, genuine engagement and accountability. She is a force! Thank you Michele for helping to make 2018 a "growth" year for me on so many levels. Onward and upward!"

**VERNESSA POLLARD, JD**

*Partner, FDA Practice Leader  
McDermott Will & Emery*

"She took on a very challenging role during a difficult transitional period for my business. Michele coached me through this and challenged paradigms I held onto, accelerating the necessary changes in customer services, marketing and the scope of projects I would consider henceforth. My small team benefited directly from her ability to identify issues, problems and opportunities in a timely manner against the backdrop of a local market in which customers increasingly questioned the value of engaging marketing strategy consultants. Michele delivers as advertised; I could count on her to apply her energy, attention to detail and passion for client success at all times. Michele was never too busy to spend time to whiteboard customer proposals and always encouraged us to think out of the box. I always appreciated her insights and valued her contribution."

**KEITH FLIPPIN**

*Global Partner Marketing Lead, AWS Alliance  
Red Hat*

"Reflecting on my journey with Michele, none of my good intentions mattered if I was leaving carnage along the way. Tasks and work were not more important than people, and how I made people feel mattered. Michele gave me the space to understand that nothing about expanding how I move in the workplace and engage with others was not about reformation or becoming a different person. It was as Michelle Obama beautifully entitled her memoir, about "Becoming." Michele Davenport heard me, saw me and knew me and there was something freeing for my soul in her acknowledgment of everything I spent screaming for the world around me to see in so many ways for so many reasons."

**LORI A. BOOZER, JD**

*Senior Program Officer  
Robin Hood Foundation*

## Here's some of what clients say about their coaching experience

"Michele helped me work through and recognize my own blind spots while also allowing me the space to creatively visualize my goals and my future. She has so many different tools in her toolbox that provided a holistic picture that helped me see who I am, what my values are, as well as discover what is getting in the way.

I am very grateful for Michele as I know I have a plan, a purpose, and know my values. If you are looking for a coach who is a thought partner, inspiring, encouraging, and yet bold and unapologetic, then Michele is your coach!"

**NICOLE GRAVES**

*Director Human Resources-Global Sales,  
Marketing, Finance & Business Operations  
Boeing*



**NOW LET'S  
HAVE SOME FUN**

**QUESTIONS?**  
[michele@mosaic-cs.com](mailto:michele@mosaic-cs.com)

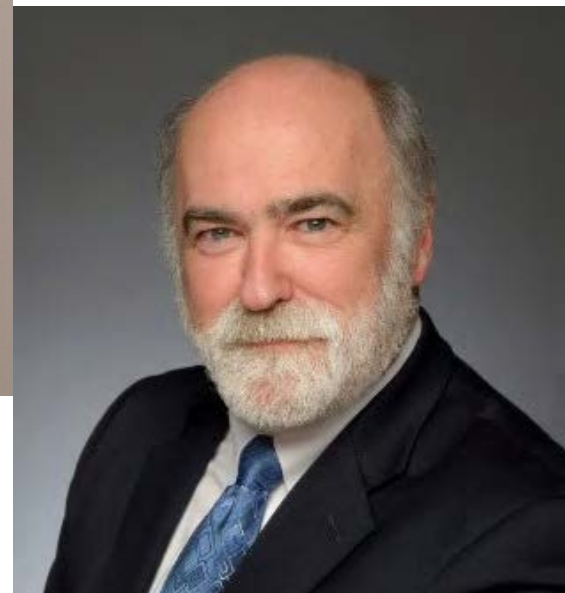
**OR BETTER YET, CALL YOUR COACH!**



**EDWIN VEGA**



**PATTY OJI**



**JOHN HUGHES**



**DON'ANGELO BIVENS**



**ROBYN LELAND**