

VA Claims Insider Education-Based Coaching/Consulting Policy

What is Coaching?

The International Coaching Federation defines “Coaching” as partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.

The process of Coaching often unlocks previously untapped sources of imagination, productivity, and leadership.

We all have goals we want to reach; challenges we’re striving to overcome and times when we feel stuck.

Partnering with a Coach can change your life, setting you on a path to greater personal and professional fulfillment.

How is Coaching defined at VA Claims Insider?

At VA Claims Insider, we define “Coaching” as the process of inspiring Veteran clients to uncover and obtain the VA disability benefits they deserve by law.

The VA Claims Insider Coaching process includes facilitating virtual Masterminds with fellow Veteran clients, helping shift mindsets by giving Veteran clients permission to be open, honest, truthful, and uncomfortable vulnerably about their disability conditions, and providing expert-level education-based resources so Veteran clients can take control of their own VA claims.

What is the difference between Coaching and Consulting?

A Coach helps their client find their own answers whereas a Consultant holds the answers through their own education, training, knowledge, and experience.

A Coach is not usually a Subject Matter Expert (SME) whereas a Consultant normally is.

Clients usually benefit significantly from having both Coaches and Consultants.

Coaching

Coaching is an inside-out process, whereby a Coach asks powerful, thought-provoking questions so that the client figures out the solution.

“What is the one thing that’s holding you back or standing in your way?”

“What do you think would happen if the obstacle was removed?”

The Coaching process is especially useful when a client is stuck and frustrated and can’t seem to find a new solution on their own.

A Coach can help a client take action to maximize their own performance, leading to a result or outcome.

Consulting

By contrast, Consulting is an “outside-in” process, whereby a Consultant teaches, trains, equips, and helps solve a problem utilizing their education, training, knowledge, and experience.

“I think you should do x, y, x and here’s why.”

“You know, I just went through this same situation with another client, and after we did x, y, and z, the result was...”

The Consulting process is especially useful when a client needs a specific task done, and doesn’t have the time, energy, training, knowledge, or expertise needed to get the job done.

What is a Mastermind Group?

A Mastermind Group is a peer-to-peer mentoring group used to help members solve their problems with input and advice from the other group members.

The concept was first coined in 1925 by author Napoleon Hill in his book *The Law of Success*, and described in more detail in his 1937 book, *Think and Grow Rich*.

In his books, Hill discussed the idea of the “Mastermind,” which referred to two or more people coming together in harmony to solve problems.

Think of a Mastermind Group as “Iron Sharpens Iron.”

The whole is greater than the sum of its parts.

By joining a Mastermind Group, a member will be able to solve problems, find new solutions, and get results faster because of the input and advice from other Mastermind members.

VA Claims Insider Policy on Coaching and Consulting

There is a huge difference between Coaching a Veteran Client to tell their uncomfortable truths and Coaching a Veteran Client to lie or stretch the truth.

The former is honest and sincere while the latter is dishonest, insincere, and illegal.

It is VA Claims Insider Policy that we give Veteran clients:

1. A safe place to be Open, Honest, and Truthful.
2. Permission to be “Uncomfortably Vulnerable.”

3. The ability to share their uncomfortable truths (it's okay not to be okay, but we will always recommend seeking help and treatment at a VA or private medical facility since we are not trained medical professionals).
4. The VA Claims Insider Coaching process includes facilitating virtual Masterminds with fellow Veteran clients (usually 10-25 Veterans on group video calls), helping shift mindsets by giving Veteran clients permission to be open, honest, truthful, and uncomfortable vulnerably about their disability conditions, and providing expert-level education-based resources so Veteran clients can take control of their own VA claims.
5. Access and permission to use our education-based resources so Veteran clients can learn more about the VA disability claim process, understand how to prepare and file their own claim online, and discuss HOW their disability condition(s) are limiting or negatively affecting their work, life, and social functioning.
6. We must tell Veteran clients that they can never lie or stretch the truth (False Claims Act violations with criminal and civil penalties). A Veteran Client will be terminated without question if suspected of attempting to lie, stretch the truth, or defraud the VA.
7. We should not be discussing individual mental health symptoms with Veteran clients as we are not trained mental health professionals, and thus, neither we nor our Veteran clients understand clinical symptoms tied to mental health conditions.
8. We do NOT tell Veteran Clients what to say to medical professionals or to C&P examiners.



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