

Online Resources and Support

At New Insights Africa we're here to help and support you – but not to pester you. Our policy is to allow you to dictate the nature of the relationship you want to have with us. In other words, if you prefer lots of interaction that's great, we're here for you. However, if you would rather communicate with us only when absolutely necessary, that's fine too. It's your choice!

From our point of view we want you to succeed and to this end we've built in a number of customer resources for you to draw on. It's important that you are aware of where to look for these and how to gain access. Please be aware that changes can be made from time to time so watch for our regular 'Customer Updates' on email.

NIA Website

Our website is located at this URL: <http://www.life-coach-training-sa.com>.

Most of the key facilities on the website, mentioned below, are accessible from the menu bar on the left hand side of the site.

General Customer Resources

With your Programme pack you will have received a Resources CD. If for some reason you mislay this CD or you want to access the most up to date material, you can navigate to the Customer Resources page of our website (see the 'Customer Only' section of the menu bar).

The direct URL is: <http://www.life-coach-training-sa.com/customer-resources.html>.

This page is password protected to make it available only to our customers.

The password to use is (one word lower case): **newinsights**

Coaching Insights

As a customer of New Insights Africa, you qualify for a free subscription to our newsletter, **Coaching Insights**. At the time of writing this is a weekly newsletter (except during times of public holiday) and is a thought provoking read, often full of hints, tips and inspiring thoughts for coaches and aspirant coaches.

If you had previously subscribed to **Insights** (our newsletter for prospects and the general public) you will receive a notification that you have been unsubscribed. This is normal. **Coaching Insights** will replace **Insights**. It is similar in content but specifically targeted at trainees and coaches.

One important thing to note: Please be wary of unsubscribing to **Coaching Insights**. The database used to send out this newsletter is the same used to send regular customer updates and other notifications. By unsubscribing to the newsletter you will remove yourself from the database for these updates as well.



The Forum

The Forum is a powerful online facility where you can connect with fellow trainees, certified coaches and New Insights personnel. Once logged into the ‘board’ as it is called, you can ask questions, search for advice, offer advice or simply browse through the posts and comments made by others.

Whenever you have a question about coaching, the programme material or something else you are unclear about, The Forum should be your first port of call (unless your question is very personal in nature).

Why?

Firstly, it may be that your question has already been posted and replied to on The Forum. If not, it’s more than likely that the comments (answers and/or advice) that your question could provoke would be useful to other trainees and/or coaches.

The Forum is intended to be a repository of knowledge for New Insights customers. It can only be effective if you use it regularly. So how do you use it?

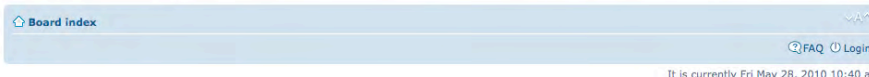
The Forum is accessible from the menu bar on the website (in the ‘Customers Only’) section.

The direct URL is: <http://forum.life-coach-training-sa.com>

Because The Forum is a separate website and could be attacked by spammers or unscrupulous marketers, it has to be securely protected.

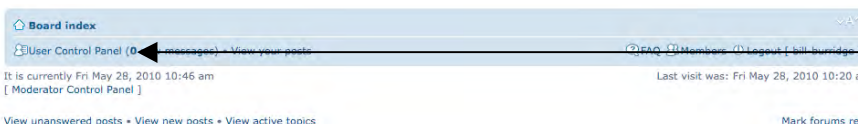
Your **userid and password** for The Forum will be automatically generated and sent to you by email, normally within two weeks of purchasing the Programme. You will be required to confirm with NIA that you have received this password and successfully managed to log in to The Forum.

Because the password you get is computer generated it will probably look something like this: aZ5BhcxNoR. So it’s a good idea to copy and paste it from the email, rather than try and type it in directly and risk making a mistake.

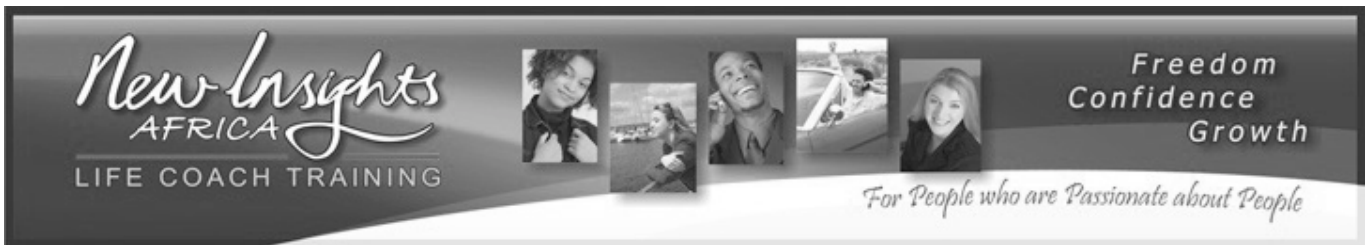


Click here to log in

One of the first things you’ll want to do is change your password to something you can remember. To do this, click on the link marked User control panel at the top left of the screen, choose the ‘Profile’ tab and choose ‘Edit account settings’.



Click here to enter the control panel



Board index

User Control Panel (0 new messages) • View your posts

FAQ Members

User Control Panel

Overview Profile Board preferences Private messages Usergroups Friends & Foes

Edit account settings

Edit profile

Edit signature

Edit avatar

Edit account settings

Username: bill-burridge
Username must be between 3 and 30 chars long and use alphanumeric, space or -+_[] characters.

E-mail address: bill@life-coach-training-sa.com

Confirm e-mail address: bill@life-coach-training-sa.com
You only need to specify this if you are changing your e-mail address.

New password: *****
Must be between 6 and 30 characters.

Confirm password: *****
You only need to confirm your password if you changed it above.

Current password: *****
You must confirm your current password if you wish to change it, alter your e-mail address or username.

Reset Submit

Choose the Profile Tab

Make sure your email address is entered correctly twice.

Enter your new password twice and then enter the old password (best to cut and paste it) below.

Then click on 'Submit'

The Forum's 'Board' (the screen you see when you log in) is, at the time of writing (subject to change) broken into five sections or categories:

- Starting Your Journey
- Learning the Theory
- Practising Your Skills
- A Successful Coaching Practice
- A Vibrant Community

View unanswered posts • View new posts • View active topics

Mark forums read

STARTING YOUR JOURNEY	TOPICS	POSTS	LAST POST
Introduction to the Programme WELCOME! Everything about starting your journey to become a New Insights certified life coach, including the Course Outline, Competences, Certification Requirements, the Code of Ethics and how to find your way around the course and the website. [Forum convenors are Mara Burger and Alana Byrnes]	5	19	by lindsay-john Tue Apr 27, 2010 12:16 am
LEARNING THE THEORY	TOPICS	POSTS	LAST POST
Session One (Part 1) Everything about preparing for and running a great Session One, including Listening, Questioning, Setting Inspiring Goals and the Coach-Client Contract. [Forum convenors are Mara Burger, Helene du Toit and Andrea Kalaydjian]	13	61	by thokozani-duma Fri May 21, 2010 12:01 pm
Embracing Change (Part 2) Everything covered in Manual 2, including Pleasure and Pain, Fear, the Model of Change, Setting Milestones and Actions, the Senses, Beliefs and Cognitive Dissonance. [Forum convenors are Mara Burger and Bev Morrison]	4	13	by bill-burridge Mon May 03, 2010 9:53 am
What Makes People Tick? (Part 3) Everything covered in Manual 3, including Values, Rules and getting Client Referrals. [Forum convenors are Patricia Mashon and Bev Morrison]	2	11	by bill-burridge Thu May 27, 2010 10:44 am
Understanding Human Behaviour (Part 4) Everything covered in Manual 4 including The Six Human Needs, Challenging and Qualities of a Great Coach. [Forum convenors are Patricia Mashon and Eve Ross]	2	11	by tania-potter Thu May 27, 2009 6:34 pm
The Power of Communication (Part 5) Everything covered in Manual 5, including Projection, Communication, Taking Control, Mind Balancing, Building Rapport, Universal Laws and Binding Inquiries. [Forum convenors are Patricia Mashon and Mohammed Motara]	4	16	by mohammed-motara Fri Nov 27, 2009 5:35 pm
Life's Purpose (Part 6) Everything covered in Manual 6, including Mega Goal Setting, Uncovering Life Purpose and Attracting Clients. [Forum convenors are Mohammed Motara and Marenella Parsons]	3	12	by wanya-cooper Wed Sep 30, 2009 6:40 pm
Extending or Ending the Coaching Relationship (Part 7) Everything covered in Manual 7, including Celebration, Ending the Coaching Relationship, Ongoing Coaching and Growth & Development. [Forum convenors are Mohammed Motara and Marenella Parsons]	4	10	by cherri-forsyth Thu Nov 12, 2009 7:56 am
PRACTISING YOUR SKILLS	TOPICS	POSTS	LAST POST
Putting your skills into practice Everything about the practice coaching experience required for certification, including finding practice clients, preparing for and running sessions and getting client feedback. [Forum convenors are Andrea Kalaydjian and Bev Morrison]	11	31	by bill-burridge Wed May 19, 2010 1:23 pm
A SUCCESSFUL COACHING PRACTICE	TOPICS	POSTS	LAST POST
Setting Up Everything about setting up a new coaching practice from scratch. [Forum convenors are Alana Byrnes and Bev Morrison]	4	15	by alana-byrnes Mon Feb 01, 2010 8:32 am
Choosing a Niche			

Sections of The Board

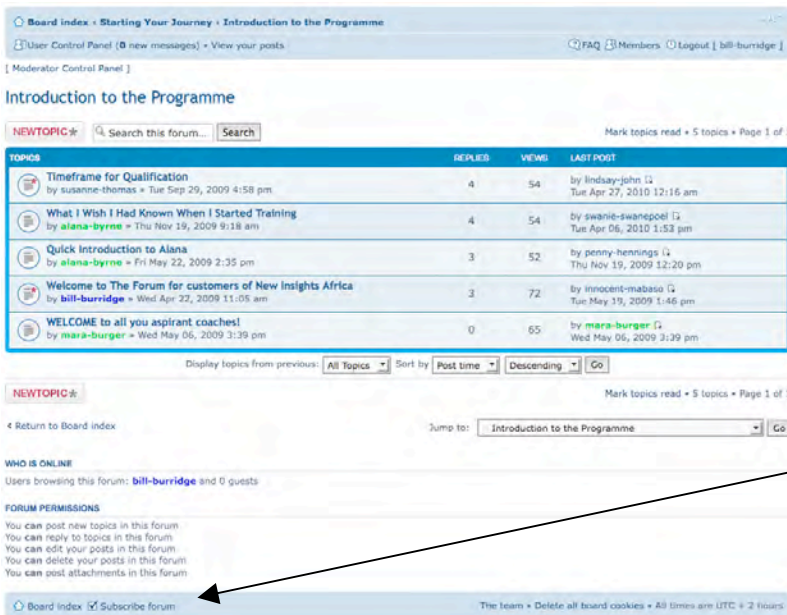
Various sub-forums

Each of these categories contains a number of sub-forums covering material relevant to New Insights training and coaching. Once logged in, you can enter the sub-forum of your interest and post a new topic



or reply to an existing one.

Most importantly, you can easily arrange to be notified of any new contributions to the sub-forum of interest. When on the relevant sub-forum page, simply click on the 'Subscribe forum' link at the bottom of the page (Once you are subscribed the link will change to read 'Unsubscribe forum').



Click on 'Subscribe forum'

A lot more detail in the form of tutorials (short videos and/or Powerpoint slides) is available if you wish to become more familiar with using The Forum (highly recommended). Simply go to the Customer Resources page of the NIA website and you'll find the relevant links there.

One thing you should be aware of is that you will automatically be logged out of The Forum after a period of inactivity (for security purposes). If this happens simply enter your userID and password again (if you use a browser like Firefox you can get it to remember your login details).

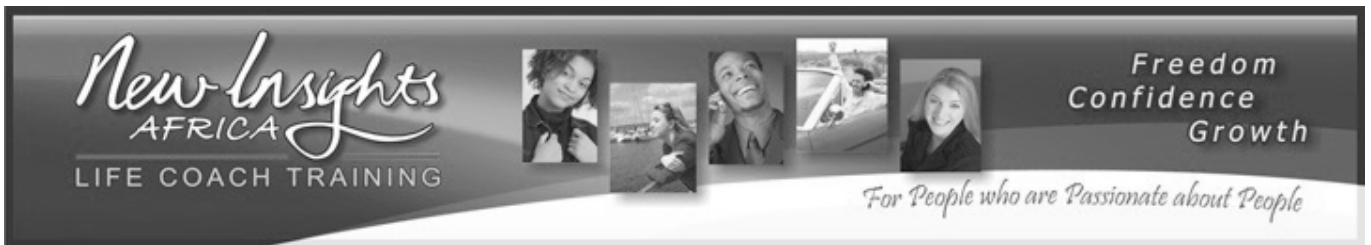
Journal@New Insights Africa

We are proud to be able to offer the facility of this leading edge journaling platform to our customers and members of the public.

Journaling is a very important activity and an integral part of a good coaching programme. Until recently it was common for people to keep handwritten journals – or keep typed logs on their computers. Now there is a secure online facility that clients can use to keep journals online. Their privacy is never compromised as they can choose appropriate access levels (for their eyes only, for their coach to see or even for the whole journaling community to see.)

Journal@NIA can be accessed from the NIA website. You'll find it in the menu bar in the 'Public Resources' section.

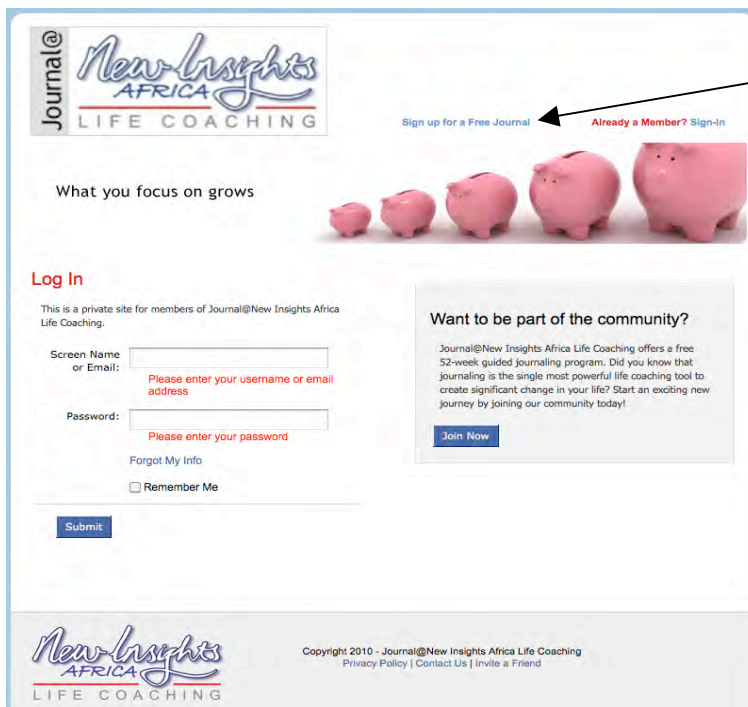
The direct URL is: <http://www.life-coach-journal.com>



As a trainee you have two options:

1. Join for free as a 'client' member.

This will give you access to the 52-week guided journaling programme and the wider journaling community, both local and international. You'll start to get the feel for the power that online journaling can offer. To join simply click on 'Sign up for a free journal'. You will then be requested to choose a screen name and password.



Click here to sign on for free as a 'client' member

2. Join as a 'coach' member (the subscription fee is substantially reduced while you are a trainee).

This will give you additional access rights to allow you to sign up your own journaling 'clients' and will give you access to the client community should you wish to approach any of them to be your practice clients. You can join immediately as a coach member or you can upgrade from client membership in due course. For details on how to upgrade go here:

<http://www.life-coach-training-sa.com/journal-at-NIA.html>

Free Coaching Session

At any time while you in good standing as a trainee you may apply for one free coaching session (which can be face-to-face or by telephone at the discretion of the coach). Its your choice but we suggest you wait until you are fairly well advanced, as you will be likely to get more out of it. Simply go to our Life Coach Directory, browse the list of coaches and complete an online request to the coach you feel is best for you. Be sure to mention that you are a trainee wishing to enroll for a free session. The direct URL is:

<http://www.life-coach-directory.co.za>