

Individual Coaching Packages Frequently Asked Questions

Who is coaching for?

Anyone seeking help with their professional development is the perfect candidate for coaching. Management Concepts offers three coaching packages that you can select from to align with your goals, experience, and depth of support needed, following these guidelines:

- **Individual Coaching Package – ACC Level:** These coaching packages are ideal for GS-12 professionals and below, or those transitioning to their first supervisory role. Participants are matched with an ICF Associate Certified Coach (ACC). ACC coaches provide a solid foundation for building essential leadership skills at every stage of one's journey, equipping individuals with the insights needed to progress confidently in their careers.
- **Individual Coaching Package – PCC Level:** This coaching package is ideal for GS-13 to entry-level GS-15 professionals or those transitioning from Manager to Director roles. Together with their coach, individuals will explore key leadership dynamics—such as team motivation, adapting to new responsibilities, and refining strategic decision-making skills—tailored to their evolving leadership roles. Through this partnership, they will gain actionable insights and strategies to drive success in their new leadership positions.
- **Individual Coaching Package – MCC Level:** This coaching package is ideal for experienced GS-15 professionals and above or those transitioning into executive or C-Suite roles. Through a strong coaching relationship, the coach provides tailored support, empowering individuals to tackle complex challenges and refine their leadership capabilities for sustained success at the executive level.

How is coaching different from training?

Training typically focuses on building specific skills or knowledge through structured lessons, often following a set curriculum. It's designed to equip individuals with the tools needed to perform particular tasks or meet predefined goals.

Coaching, on the other hand, is a more personalized educational process that guides individuals to discover their own solutions and achieve personal or professional growth. It's flexible and tailored to each person's unique challenges and goals.

How is coaching different from counseling or therapy?

Coaching services provided by Management Concepts are designed to support personal and professional development beyond what can be achieved by training alone, focusing on setting goals, enhancing performance, and fostering growth. Coaching is distinct from counseling or therapy, which addresses emotional or psychological issues. Coaching is not intended to diagnose or treat mental health conditions, and any such concerns should be directed to a qualified mental health professional.

What is the difference between Executive Coaching and Leadership Coaching, and which type of coaching is offered?

Executive Coaching and Leadership Coaching both support professional development, but they serve different purposes. Executive Coaching focuses on helping senior leaders, such as executives and C-suite members, navigate complex organizational challenges and refine high-level leadership skills. Leadership Coaching, on the other hand, is designed for professionals at various stages, from emerging leaders to seasoned managers, focusing on developing core leadership abilities, team management, and strategic decision-making.

Our coaching offerings include both types, tailored to meet professionals at different career levels—from emerging leaders to senior executives.

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Why choose coaching? What benefits and outcomes can I expect?

Investing in coaching offers federal professionals a powerful educational resource to sharpen leadership skills and advance in complex, mission-driven environments. With personalized guidance, coaching helps individuals deepen self-awareness, overcome challenges, and strategically enhance decision-making. By investing in coaching, they can build a stronger foundation for career progression and fulfill their potential as leaders in public service.

Coaching outcomes are tailored to each individual, based on their goals and areas they wish to explore and develop within the coaching relationship. Some common outcomes may include:

- Enhanced Self-Awareness
- Improved Decision-Making
- Stronger Communication and Interpersonal Skills
- Goal Clarity and Focus
- Increased Resilience and Adaptability
- Enhanced Team and Organizational Impact
- Greater Confidence and Leadership Presence

How does coaching benefit my agency or organization?

While coaching is a personalized educational experience tailored to each individual's goals, style, strengths, and challenges, the targeted support equips federal workers to manage responsibilities more effectively, foster team motivation, and achieve impactful results within their agencies.

Coaching not only helps federal employees grow individually but also strengthens the agency's overall effectiveness and efficiency, leading to a more agile, motivated, and high-performing workforce. Some beneficial outcomes an agency can anticipate from coaching are:

- Enhanced Team Performance
- Improved Decision-Making
- Stronger Communication and Engagement
- Increased Adaptability and Resilience
- Long-Term Retention and Talent Development
- Greater ROI on Training and Development

What are the key differences between the ACC, PCC, and MCC Individual Coaching Packages?

Individual Coaching Package – ACC Level

- **Ideal For:** GS-12 professionals and below, or those moving into their first supervisory role.
- **Coaching Level:** ICF Associate Certified Coach (ACC), with 60+ hours of coach-specific training focused on foundational coaching skills.
- **Focus:** Establishing core leadership skills and confidence for early-career progression.
- **Cost:** Most affordable option among our packages.

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Individual Coaching Package – PCC Level

- **Ideal For:** GS-13 to entry-level GS-15 professionals or those transitioning from Manager to Director roles.
- **Coaching Level:** ICF Professional Certified Coach (PCC), with 125+ hours of advanced coach training, helping mid-level leaders develop critical strategies for managing teams and decision-making.
- **Focus:** Enhancing skills such as team motivation, adapting to new responsibilities, and strategic leadership.
- **Cost:** Mid-range pricing between ACC and MCC levels.

Individual Coaching Package – MCC Level

- **Ideal For:** Experienced GS-15 professionals and above, or those moving into executive or C-suite roles.
- **Coaching Level:** ICF Master Certified Coach (MCC), with 200+ hours of coach training, specializing in executive-level challenges and complex leadership skill refinement.
- **Focus:** Addressing high-level challenges, enhancing strategic thinking, and sustaining executive performance.
- **Cost:** Highest-priced package, reflecting the seniority and expertise of MCC-level coaching.

Each package is designed for specific career stages, with coaches trained to meet the unique needs of professionals. Our coaching offerings are the best method to ensure professionals develop the necessary skillsets required as they advance in their leadership responsibilities.

What if I need coaching that is more tailored to my specific area of expertise?

Our Performance Accelerators are designed to meet individual professional needs. We pair you with a subject matter expert who has deep experience in your specialized field—such as Financial Management, Acquisitions, or Federal HR. This ensures your coaching is relevant, practical, and aligned to your day-to-day challenges and goals.

How is this coaching different from the coaching offered through Management Concepts Workforce Development Solutions?

The coaching offered through our individual packages is the same high-quality coaching provided through Management Concepts Workforce Development Solutions, but with the added convenience of being available for individual purchase. While our Workforce Development Solutions typically serve organizations or larger teams, these individualized coaching packages are designed for those seeking a personalized educational experience that can be achieved through one-on-one coaching. They provide flexibility, allowing individuals to access tailored coaching support in easily purchasable packages.

Will my supervisor have visibility into what my coach and I discuss?

Your coaching sessions are private and confidential. Our coaches adhere to the International Coaching Federation (ICF) Code of Ethics, which mandates strict confidentiality regarding all information shared during coaching sessions. This commitment ensures a supportive and trusting environment for participants to engage in their coaching journey.

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What can I expect after I register for coaching?

The registration process is simple and begins once you purchase your coaching package. Here's what to expect:

1. You will receive an acknowledgment email from MC Coaching Services, along with instructions to set up your profile on our coaching platform.
2. After setting up your account and completing your profile, you will receive three potential coach profiles to review.
3. Once you've selected your coach, the MC Coaching Services team will introduce you to your coach via email.
4. You and your coach will discuss how you'd like to work together (e.g., via Zoom, Teams, phone, or in-person within the Washington, DC area) and schedule your sessions at mutually convenient times.

How long is a coaching session?

Coaching sessions are typically 1 hour (60 minutes) in length.

What if my coaching session goes over one hour? Will extra time be subtracted from my remaining sessions? What if my coaching session ends before the full hour?

Our coaching sessions are typically one hour, but occasionally they may go a bit over. We track sessions by completion only, so any extra time will not be subtracted from your remaining sessions.

Our coaches create a space for you to make the most of each session. Occasionally, you and your coach may finish a session before the full hour is up. Any unused time is not carried over, and each session is considered complete regardless of its duration.

Is there a recommended frequency for coaching sessions?

The frequency of your coaching sessions is flexible and tailored to your needs. While all sessions must be completed within 12 months of the purchase date, the timing is up to you and your coach. We recommend setting a regular schedule that works best for both of you. Some clients prefer meeting every other week, while others opt for monthly sessions.

Who will be my coach, and can I choose them?

All of our coaches are credentialed by the International Coaching Federation (ICF) at the ACC, PCC, or MCC levels, with extensive experience in the federal sector. After completing your profile in our coaching platform, you'll receive 3 coach profiles tailored to your needs. You can review these profiles and select the coach who best aligns with your goals and style.

How will my coach and I communicate?

You and your coach will decide on the best way to meet—whether that's Zoom, Teams, phone, or in person (if you're in the DC metro area). You'll also set up a schedule that works for both of you and choose a preferred method, like email or messaging, for staying connected between sessions.

What if I want to change coaches?

Your satisfaction is our priority. After your first coaching session, we'll check in to ensure it's a good fit. If you're not satisfied with your coach, simply contact the MC Coaching Services team, and we'll work with you to assign a new coach. We understand that finding the right fit is important, and we're happy to support you in making that change if needed.

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I've heard that coaching requires some kind of assessment, is that part of the coaching packages?

Our coaching packages include a workstyle assessment to help match you with the coach that best meets your needs. Additional assessments, such as a 360, DiSC or MBTI, are not included but can be added to any package for an additional price. For more information, contact us at 888-545-8571.

What happens to my remaining coaching sessions if I change jobs and move to a different agency after starting my coaching package?

Coaching sessions are tied to the individual for whom they were purchased and cannot be transferred to another person, agency, or organization.

What if I need to cancel a session?

If you cancel or reschedule a coaching session, you may be subject to a fee based on the following notification schedule:

- Sessions may be rescheduled at no charge with written notice received at least one business day before the session start time. If a session is not rescheduled in this time period, that session will be forfeited.
- Missed sessions due to an unforeseen emergency may be rescheduled at no cost (limited to one [1] occurrence) at the discretion of Management Concepts.
- For additional information, please review our [Terms & Conditions](#)

I purchased a package of sessions. How long do I have to use them?

All sessions, regardless of the package size, must be completed within 12 months of the purchase date.

What if I want to buy additional coaching sessions beyond those included in my package?

You can easily purchase additional sessions by selecting a new package on the Management Concepts Individual Coaching Website or by calling 888-545-8571 for assistance.

How can I purchase coaching for multiple members of my team?

You can purchase coaching for yourself or on behalf of others directly through our website. For purchases of coaching for more than three individuals, we recommend contacting our team for assistance. Management Concepts can also work with you to provide tailored leadership coaching for your entire team. Call us at 888-545-8571 or visit [Coaching Services for the Federal Workforce](#) to learn more.

How do I purchase coaching?

Individual coaching can be purchased the same way you purchase our other educational offerings. Payment can be made by credit card, electronic check, and EFT. We also accept government SF-182 forms and government purchase orders. Both of these will be invoiced prior to the start of the delivery of the purchased coaching package. To submit an SF-182 or purchase order, please contact an Account Representative at **888-545-8571**.