

### November 2016 North Texas Coaches Newsletter

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#### November 11 Program

**Register** at [www.icf-nt.com](http://www.icf-nt.com)  
or click on Registration Button

**Pay for this event online  
when registering**

**[Register for the  
November 11 Program](#)**

#### Meeting Details

**Time:** 11:15 AM to 11:15 PM

**Location:** Hackberry Creek  
Country Club

**Address:** 1901 W. Royal Lane  
Irving, TX 76051

**Website:** [www.hackberrycreekcc.com](http://www.hackberrycreekcc.com)

#### November 11 ICF-NT Luncheon Program

#### November 11 ICF North Texas Luncheon Program

#### Weathering the Conflict Storm: Strategies for Diminishing Destruction

**By Patricia M. Porter, LCSW, AAP, ABW**

Our November 11 luncheon program features Patricia M. Porter, LCSW, AAP, ABW. Pattie is the President of [Conflict Connections®, Inc.](#) She has worked extensively in the dispute resolution field since 1994 providing mediation, team facilitation, negotiation training, and conflict management and abrasive leader coaching services to individuals, businesses, government agencies, and higher education institutions. Pattie has worked closely with universities, state and federal agencies (including the Department of Homeland Security and NASA), corporations such as Coca-Cola, and family businesses. You may [view Pattie's video here](#).



Patricia is a licensed clinical social worker (LCSW) and is a founding recipient of the Academy of Advanced Practitioners (AAP) designation from the Association for Conflict Resolution (ACR), a Credentialed Distinguished Mediator from the Texas Mediator Credentialing Association, and the CINERGY® certified advanced conflict coach and coach-mentor as recognized by the ICF. She is an accredited Boss Whisperer® (ABW) with The Boss Whispering Institute® and an adjunct faculty member in the graduate dispute resolution program at Southern Methodist University in Plano, Texas. Patricia is the Immediate Past President for the Texas Association of Mediators.

Patricia is the Founder and Host of a global online Blog Talk Radio program, [The Texas Conflict Coach®](#) educating the public and consumers on how to manage conflict constructively and problem-solve effectively. She is the author of two Minibooks™: *Stop The Dreaded Drama: 55 Tips for Ending Destructive Conflict* and *Stop Avoiding Conflict: Learn How to Address Disputes Before They Erupt*.

#### Program Description:

We have all experienced severe, forceful and damaging storms. A conflict storm entails intense emotional drama and destructive reactions resulting in damaged relationships, much like the impact from Mother Nature's wrath. This interactive seminar introduces conflict competence, which is the ability to manage everyday conflict and full blown disputes productively and constructively.

#### Program Outcomes:

As a result of this seminar, participants will be able to:

- Use a tool to analyze an interpersonal conflict
- Identify personal triggers leading to reactive behaviors
- Apply 'steps' to minimize the damage from intense emotional conflict

**CCEUs for this program:** 1 CCEU (applied for)

## November 11 Program

Register at [www.icf-nt.com](http://www.icf-nt.com)  
or click on Registration Button

**Pay for this event online  
when registering**

**Register for the  
November 11 Workshop**

### Workshop Details

**Time:** 1:30 to 3:30 PM  
**Location:** Hackberry Creek  
Country Club  
**Address:** 1901 W. Royal Lane  
Irving, TX 76051  
**Website:** [www.hackberrycreekcc.com](http://www.hackberrycreekcc.com)



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## November 11 ICF North Texas Workshop

### November 11 ICF-NT Workshop

#### Getting Off the Not-So Merry Go Round of Conflict

**By Patricia M. Porter, LCSW, AAP, ABW**

**1:30—3:30 PM**

(Immediately following the luncheon program)

**Workshop Price:**

\$59.00

Clients often get stuck in ongoing interpersonal disputes whether they experience these situations in the workplace, with family, in their church communities or even with neighbors. Many of these clients seek conflict coaching to unpack, understand and determine the direction and strategies they need to move forward from the dispute.

#### Workshop Description:

This experiential workshop introduces a construct coaches can use to help a client look closely at the situation. Information presented at the ICF-NT lunch presentation will form the foundation of the workshop. Participants are encouraged to reflect on an interpersonal dispute they can work through during the practice session. The workshop gives participants an opportunity to practice ICF core competencies including:

- **Creating Awareness**
- Communicating effectively through **Active Listening, Powerful Questions** and the exploration of a client's language and metaphor.

#### Workshop Outcomes:

As a result of this workshop, participants will be able to:

- Describe a construct used to deconstruct a client's specific interpersonal dispute
- Use powerful questions and active listening to shift a client's perspective
- Practice moving a client through the construct looking at their own and the other person's

**CCEUs for this workshop:** 2 CCEUs (applied for)

## ICF-NT Board Openings for 2017

### ICF-NT Needs A Few Good People!

#### Board Openings for 2017

The ICF North Texas Board of Directors has **two more openings in its 2017 Slate** in the areas of **Membership and Social Media**. We're also looking for volunteers for these Committees. It's a great way to know more about how your ICF-NT Chapter works—and join a 'can-do' and fun community! If you'd like to explore possibilities or have questions, please contact Jude Olson, Board Vice President and President-Elect at [jude@judeolsoncoaching.com](mailto:jude@judeolsoncoaching.com) by **November 4**.



Find Out Why  
the Most  
Successful  
Coaches  
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**ACTP**  
Accredited Coach Training Program  
International Coach Federation

## ICF North Texas Vision and Mission

### Vision

ICF-NT will be known as the leading resource for the coaching community and the organizations and individuals it serves, providing:

- A collaborative network of credentialed coaches
- Continuing education
- Impactful contributions to the coaching profession

### Mission

To grow and develop a competent coaching community that drives results for coaches and those they serve.

## President's Message

Happy November!

Over the past few months we have been building up to the Prism Symposium and all I can say now is . . . WOW!

The event went smoothly from beginning to end. I heard great comments all day from attendees regarding the venue, speakers, food, networking time, and the workshops. Every person I spoke with was energized about the day and enjoyed the learning experience in the unique venue.



A huge thank you to our Prism Symposium team for making the event a big success and taking it to the next level: Pam Van Dyke, Jude Olson, Catherine Oleksiw, Tim Kincaid, Dana Phillips, Judy Clothier, Alma Weaver, Rodger Blaker, Gretchen Martens, Neil Phillips, Debra Austin, and Anna Helmich-Zgoda. Also, thanks to all the other people who positively impacted this event.

Congratulations to our Prism winner, The University of North Texas Health Science Center, and our Prism finalist, Dimont.



University of North Texas  
Health Science Center



Dimont

We greatly appreciate all of our sponsors for this event. A special thank you goes to our Silver sponsor, The University of Texas at Dallas and our Bronze sponsor, Hogan Assessments.

A special "shout out" to the ICF Austin chapter for sending members to attend our event. Thanks to ICF Austin President-Elect, Kelley Russell Duvarney, for co-facilitating the *Appreciative Coaching—Designing the Future with Positive Psychology to Accelerate Change for You and Your Clients* workshop with our President-Elect, Jude Olson.

Another thank you goes to Dr. Robert Hicks for facilitating *The Process of Highly Effective Coaching: Learn a Four-Square Framework to Map Coaching Conversations* workshop.

On a final note, Jude Olson is looking for two more coaches to complete the 2017 ICF North Texas Board of Directors team. She is looking for a *VP of Membership* and a *VP of Social Media*. Both are great opportunities to make a difference in the coaching community and be part of a dynamic team. If you have any questions about these opportunities, please contact Jude Olson at 682-478-7225 / [jude@judeolsoncoaching.com](mailto:jude@judeolsoncoaching.com)) or me at 469-994-9326 / [weallmakechoices@yahoo.com](mailto:weallmakechoices@yahoo.com)).

*Coming together is a beginning. Keeping together is progress.  
Working together is success.  
~ Henry Ford*

**Randy Fernandes, CPCC, ACC**  
**ICF-NT President**

## Nov 17 ICF-NT Bus Dev COP – ZOOM Virtual Meeting

### Member News

Four of our members have received PCC (Professional Certified Coach) or ACC (Associate Certified Coach) credentials from ICF:

**Laura Franze, PCC**  
**Demi Prentiss, ACC**  
**Joel Small, ACC**  
**Susie Vaughn, PCC**

*Congratulations to  
Laura, Demi, Joel,  
and Susie!*

### Welcome to Our ICF North Texas New Members

**Sept 23 – October 19**

Lydia Epps  
Norma Martinez  
Paige Whitmire

### Are you newly Credentialed?

Have you recently  
Earned an ICF  
Coaching Credential?

Your ICF-NT Chapter  
wants to recognize  
your achievement.

Please email  
Timothy Kincaid  
[memberships@icf-nt.com](mailto:memberships@icf-nt.com))  
so your professional  
organization can  
Recognize your  
accomplishment.

### Business Development Community of Practice

**Thursday, November 17**

***This is a change from the fourth Thursday due to Thanksgiving!***

**6:30 to 8:00 PM**

**ZOOM link: <https://zoom.us/j/157259885>**

How is your Business Development going? If you desire to grow your practice, increase your number of clients and enjoy multiple paths of income, this is the group for you. Our meetings are very interactive, engaging and enjoyable.



We had a GREAT in-person meeting in September after our chapter meeting. Valerie Sokolosky joined us to deepen our understanding of branding. Huge thanks to Valerie for sharing all of her expertise with us!

Our next virtual meeting is Thursday, November 17, from 6:30-8:00 PM on ZOOM. This is a change from the fourth Thursday due to Thanksgiving! Stay tuned for November's topic.

ZOOM is a very easy platform to use. While at your computer, click on the join link shown above or below and you will be taken to the ZOOM website on your computer. If you do not have a free account with Zoom, you will be asked for your email address. Then, you will join the webinar.

During the webinar, you will appear on the screen with the others, and you will be able to see everyone else, hear each person's contributions and be heard by others. If you would prefer to use a smart tablet or phone, you can download the free ZOOM app to either of these devices and follow the same directions for joining. If you use the "phone in" option, you will be able to listen ONLY. With the "phone in" option, you will not be able to participate in the discussion.

Here's another way to stay connected. Join us on Facebook. Search for the "ICF -NT Business Development COP" group page on Facebook and request to join. As soon as I verify that you are a member of ICF-NT, I will approve your request to join. Then you will be able to get reminders, notices and other posts through Facebook. In addition, you will be able to access documents (such as our future meetings) in the Files Section of our group page.

If you have any difficulty getting ZOOM set up or joining the meeting, please contact Cheryl Close at [cheryljclose@gmail.com](mailto:cheryljclose@gmail.com). She will be glad to help!

To join the November 17 Business Development ZOOM Virtual webinar, click on the ZOOM link below:

**Virtual Meeting Date: November 17**  
**Virtual Meeting Time: 6:30 to 8:00 PM**  
**ZOOM link: <https://zoom.us/j/157259885>**



## ICF-NT 2016 Board

**President:** [Randy Fernandes](#)

**President-Elect:** [Jude G Olson](#)

**Secretary:** [Catherine A Oleksiw](#)

**Treasurer:** [Mike Caracalas](#)

**VP of Alliances:**  
[Stephen Coxsey, MA, PCC](#)

**VP of Membership:**  
[Timothy S. Kincaid](#)

**VP of Prism Program:**  
[Pamela Van Dyke, PhD, PCC](#)

**VP of Programs:** [Laurel A Rolls](#)

**VP Public Relations:** [Erika Horton](#)

**VP of Technology:**  
[Gretchen Martens, MA](#)

**Ambassador Coordinator:**  
[Alma Weaver Jones](#)

**ICF Regional Liaison:** [Sara C Smith](#)



## December 1 ICF-NT Winter Holiday Party

### December 1 ICF-NT Winter Holiday Party

#### Ho-Ho-Home for the Holidays: A Holiday Comedy Show

**From 5:30 to 8:30 PM**

#### **Performance at 7:00 PM** **By Been There, Done That Improv Comedy**

Hackberry Creek Country Club  
1901 W. Royal Lane, Irving, TX, Irving, TX 75063

#### **Early Bird Pricing:**

\$20/member; \$40/member and guest  
\$25/nonmember; \$50/nonmember and guest

#### **Pricing after November 27:**

\$25/member; \$50/member and guest  
\$30/nonmember; \$60/nonmember and guest

**[Register here!](#)**

The holidays are stressful; visits from crackpot relatives, fighting the crowds at Macy's, cooking the perfect vegetarian turducken. Take your holiday stress and **throw it away** with a rollicking romp through holiday successes and disasters, yours or your colleagues.

Come early and enjoy complimentary hors d'oeuvres and a cash bar. Drop in for a drink or stay for the evening. We will be so glad to see you and meet your "date."



*Been There, Done That:* Who knew a group of folks over 40 could be so hilarious? *Been There, Done That* is the premier over-forty Improv comedy troupe in the DFW metroplex.

Over forty? We'll show you the funny side of the joys and challenges of adulthood from kids to aging parents, corporate jobs, and secretly singing along to Coldplay in the car. Under forty? You will walk away shaking your head at what really goes on inside the minds of your parents and their friends. We know because we've been there, done that! BTDT performs regularly at Dallas Comedy House and private corporate events.

## ICF-NT Announces Prism Symposium 2016 Finalists and Winner

### ICF North Texas Coaches Announce

#### Two Outstanding Prism Finalists!

#### University of North Texas Health Science Center Receives 2016 ICF-NT Prism Award

As reflected in presentations on their coaching initiatives at the ICF-NT Prism Symposium 2016, both DIMONT and the University of North Texas (UNT) Health Science Center impressed Prism participants with new insights on current application of coaching as well as plans to continue to further expand these efforts.

#### Winner: University of North Texas Health Science Center



The winner of the 2016 ICF-NT Prism Award is UNT Health Science Center. Nominated by ICF-NT member, Dan E. Wilson, PCC, the UNT Health Science Center coaching initiative is led by Steven Sosland, Executive Vice President and Chief People & Performance Officer (and ICF-certified as an Associated Certified Coach).

In 2014, the UNT Health Science Center began a journey to establish a culture based on the common values of its team members. Initially, a process was created to identify common core values. This process included surveys, focus groups, workshops, and department meetings. To align values with the climate in the workplace, the next challenge was to create an environment where all team members could live those values daily. The organization implemented formal and informal coaching for all members with trained credentialed external and internal coaches to help keep members aligned with strategic goals and organizational values.

#### Finalist: DIMONT



The 2016 ICF-NT Prism Award Finalist is DIMONT. Nominated by ICF-NT member, Valerie Sokolosky, PCC, the DIMONT coaching initiative is led by Denis Brosnan, President and CEO.

Founded in 1996, Dallas-based DIMONT is the market-leading provider of insurance claims adjustment services and related solutions to the U.S. financial services industry. DIMONT provides outstanding service to its clients through proprietary technology and a team of over 200 employees. In late 2014, DIMONT was acquired from its corporate parent and a new management team led by industry veteran Denis Brosnan was installed. A key element of his comprehensive turnaround strategy was defining new core values for DIMONT and providing coaching to its Senior Management Committee. Today the business is growing rapidly, and coaching continues to support the management team in the development of the business.



*A **big thank you** to all those who assisted and attended 2016 Prism Symposium!  
We couldn't have done it without you!*

## Renew Your ICF Membership

### Renew your ICF membership

and your credential for another year to connect with our cutting edge coaching research, lifelong learning, and opportunities For networking and community-building.



Did you miss the March 31 deadline? It's not too late. Go to: <http://coachfederation.org/renew> and renew today.



### ICF Global News

Please click [here](#) to read the latest ICF Global News!

### Leverage the ICF Brand

The ICF has invested in great marketing and brand work that is available for use by members. Check out what is available and proudly display your membership in the strongest coaching organization on the planet!



## January 13 ICF-NT Program & Online Webinar Series

### January 13 ICF-NT Luncheon Program and Online Webinar Series

#### Four Ways Stand Out on Social Media with Snack-Size Content

By Tanya Smith

Does social media frustrate you? You are not alone! Social media is a low-cost and efficient way to spread your message and to get visibility for your coaching business. But being on social media means you need to stand out from the noisy online marketplace. You must share content of value that represents you as the unique and powerful coach you truly are. [Check out Tanya's video promo.](#)

In the upcoming January session, Online Marketing Strategist Tanya Smith will teach you little known shortcuts to sharing highly attractive content that will drive prospective clients from the computer to your coaching programs and services. You will discover:

- The amazing power of **short form, multimedia content** to showcase your brand on social media
- How to **choose the right tools** to save you hours of time coming up with content that is ready to post
- How to create **deeper, more personal connections** with the right mix of automation + YOU (without the overwhelm)
- How to get the most **bang for your buck** out of work you've already done

After the lunch presentation, Tanya will offer a limited time, four-week online series of short videos and worksheets, to teach you the best methods for leveraging video, images, audio and charts/graphs for social marketing domination. Each week you'll be challenged to complete a single task so that by the end, you are armed with a complete, creative arsenal for social content that differentiates you from anyone else online.

## Coach Veterans Transitioning to Civilian Life

### Veterans Transitioning to Civilian Life

Melissa Walker is heading the chapter's outreach to military veterans. She will locate a partner organization where our members can provide coaching to veterans. These vets need support transitioning to civilian life after serving in the military. Their focus areas can include career search, interview preparation, preparing for a work setting different from the military, and juggling competing demands of family and work, and sometimes school.

Melissa would like to have an estimate of the number of coaches who can participate in a program as she approaches potential partner organizations. We will provide introductory training on specific considerations when working with veterans to help coaches be prepared.

If you are interested, or if you have further questions, please contact Melissa Walker at [melissawalker@nextcareerconsulting.com](mailto:melissawalker@nextcareerconsulting.com).

## Update Your Member Profile on the ICF-NT Web Site

### Update Your Member Profile

#### Membership in ICF-NT Has its Benefits

The ICF-NT Board has responded to requests from our members for an enhanced “coach” search capability. The enhancement to the member Directory on the website is finished. When people look for a coach on the ICF-NT website, they can now search by key words as well as zip codes. Sounds good, doesn’t it? The ICF-NT Member Directory has new and enhanced search capabilities. These “search” criteria are similar to global ICF member profile Directory data points.

It is up to you to *update your Profile*. Follow the instructions below or go to the website and download a copy of the instructions found in the “Members Only Section” and “Member Only Documents.” Follow these instructions:

#### Step 1:

Login to the ICF-NT website. In the upper Right hand corner find “Profile.” Click on Profile, which opens to a web page with five dialog boxes.

“Membership Summary” is the top box and it should reflect your current status. If you have a question about your membership, please contact Tim Kincaid: [memberships@icf-nt.com](mailto:memberships@icf-nt.com).

#### Step 2:

Look at the “Website” box (right column, top box). Click on “Interests.” Move your cursor down to “Interests” and update your information in the two boxes on this page.

In the first box, “Coaching Specialties,” there are now seven *Coaching Specialties*. Check the boxes of the items that apply to you. The last choice under “Coaching Specialties” is *Available for Speaking or Training Engagements*. Check that box if it applies to you. In the second box, “Coaching Delivery,” has four methods to choose. Check all that apply.

When you finish checking your boxes on this page, scroll down and hit the “Save” button. You should receive a confirmation notice that your changes were saved.

#### Step 3:

Look at the “Personal Info” box (left column, top box). Click on “Contact Info.” You will want to update the information on this page. Scroll down and hit the “Save” button at the bottom of the page. You should receive a confirmation notice that your changes were saved.

When updating your contact info, “Website” means your personal website. Enter the full url: <http://www.etc>.

#### Step 4:

In the same “Personal Info” Box, move your cursor down to “Additional Membership Data” and click on it to update your information. Then scroll down and hit the “Save” button at the bottom of the page. You should receive a confirmation notice that your changes were saved

#### Step 5:

In the same “Personal Info” Box, move your cursor down to “Membership Directory” and click on it to update your information. (See the Note on Membership Directory information below.) The information here is what shows on the website. Scroll down and hit the “Save” button at the bottom of the page. You should receive a confirmation box that your changes were saved.

Note on the Social Media sections of Membership Directory:

FB = Facebook. Only enter your name, not the full url.

LI = LinkedIn. Per ICF-NT, enter everything after the [www.linkedin.com](http://www.linkedin.com).

Twitter: This is your username—everything after the @ on Twitter.

**NOTE:** The “Membership Directory” information is now key word searchable. You will want to include important search terms in your directory information. One possibility is to include an extra paragraph at the bottom. Start with the phrase, “Keywords:” and then include the terms separate by a comma. For example: Keywords: Career coaching, young adults, entrepreneurs, solopreneurs, business plans, business designs, financial coaching, marketing.



## YOUR COMPANY NAME



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approved and payment made  
prior to placing ad

Contact Mike Caracalas today  
([treasurer@icf-nt.com](mailto:treasurer@icf-nt.com))  
to have your ad posted

## Upcoming Chapter Meetings and Programs

November 11	ICF-NT <b>Luncheon</b> Program at Hackberry Creek Country Club. <i>Weathering the Conflict Storm: Strategies for Diminishing Destruction</i> . By Patricia M. Porter.
November 11	ICF-NT <b>Workshop</b> at Hackberry Creek Country Club. <i>Getting Off the Not-So-Merry Go Round of Conflict</i> . By Patricia M. Porter.
November 17	ICF-NT Business Development COP Virtual ZOOM Meeting from 6:30—8:00 PM. ZOOM link: <a href="https://zoom.us/j/157259885">https://zoom.us/j/157259885</a> .
December 1	ICF-NT 2016 Winter Holiday Party from 5:30—8:30 PM. <i>Ho-Ho-Home for the Holidays: A Holiday Comedy Show</i> . Presented by the over forty improv comedy troupe, Been There, Done That. Registration opens September 9.
January 13	ICF-NT Luncheon Program at Hackberry Creek Country Club. <i>Four Ways to Stand Out on Social Media with Snack-Size Content</i> . By Tanya Smith.
Coming in January 2017	Look for a Four-Part Virtual Series with Tonya Smith on <i>Four Ways to Stand Out on Social Media with Snack-Size Marketing</i> .
Also Coming in January 2017	January will begin a 'LinkedIn' Three-Part Virtual Series with Lucinda Ruch. Watch this space for more information coming soon.

### Tell Us About Your Coaching Success Stories!

We'd like to hear about your coaching success stories—the successes of your coaching business and especially your clients' successes. These are an integral part of our ICF North Texas Coaches story. Your experiences remind us of our mission to grow and support a professional coaching community that drives results for individual coaches and those they serve. And sharing your story could help others.

Please take a minute to tell us about a positive experience you've had as a Coach. All stories will be reviewed and documented, and with permission, we may share your story online or in one of our ICF-NT publications.

If you're willing to share your story, please contact [PR@icf-nt.com](mailto:PR@icf-nt.com).

Thanks!

International Coach Federation—North Texas Chapter  
[www.icf-nt.com](http://www.icf-nt.com)

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