

# Information Packet

## Coaching for Commitment

Public Workshop



Cindy Coe | Dr. Amy Zehnder

### Two-Day Public Workshop

**April 7 & 8, 2009**

*With optional one-day Train-the-Trainer Certification add-on*

*April 9, 2009*



Photo taken by Pueblo Chieftain



**INSIDEOUT DISCOVERY, INC.**  
HOME OF COACHING FOR COMMITMENT  
*Just Add Courage!*<sup>™</sup>

**For More Information Contact:**

**InsideOut Discovery, Inc.**

Cindy Coe | 719.761.5226

Dr. Amy Zehnder | 719.210.5275

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## You are Cordially Invited to Attend

Take a moment to consider these questions:

- # Do you have interest in improving your communication and interpersonal skills?
- # What about your leadership skills?
- # Have you ever wondered how you might be more effective in your interactions with others?
- # Do you feel like you have to be the one to fix everything?
- # Have you ever asked yourself how you can run your business more effectively and efficiently?



Photo taken by Pueblo Chieftain

If you answered YES to any of these questions, the **C4C™** workshop is for you!

Please join Authors, Cindy Coe and Dr. Amy Zehnder at this first *public* offering of the Coaching for Commitment (C4C™) 2-Day workshop!

Don't miss this one-of-a-kind program, offered to you for an *Amazing Introductory Rate* of nearly 50% off of regular program rates!



**April 7 & 8, 2009**

The Historic Pueblo Union Depot  
Pueblo, Co

Limited Seating Available  
Call today for more information!

**719.761.5226**

**Registration & Payment Deadline March 27<sup>th</sup>!**

## **C4C™ Public Workshop Information & Details**

**Workshop seating is limited to 25 participants! Seats are offered on a first-come, first-served basis. Reserve your seat today by filling out and returning the (separate) registration form attached to your email invitation and by making prompt payment!**

### ***PROGRAM DESCRIPTION***

Hosted by **InsideOut Discovery, Inc.** and conducted by the authors of C4C™, this workshop is a 2-day comprehensive, interactive and experiential training course with extensions and application to the real world of business and coaching. This program challenges participants to make the SHIFT to the *coach role* by focusing on the following learning objectives:

- 🚩 Become involved by understanding the various roles you play when interacting with others.
- 🚩 Discover ways to be more effective in the coach role and how to gain commitment from the person being coached (PBC).
- 🚩 Commit to creating a Coaching for Commitment culture.

The audience for this workshop includes business owners, OD and HR professionals, executives, leaders, managers, supervisors, team leads, military and civil service leadership, practitioners, ministers, board members, administrators of non-profit, education or healthcare organizations, teachers, trainers, physicians, real estate agents, new and novice as well as seasoned coaches.

This workshop includes the use of the *CSI (Coaching Skills Inventory)*.

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*If you have interest in C4C™ Train-the Trainer (T3) Certification, please make a notation on your enrollment form and call InsideOut Discovery right away!*

***Cindy/719.761.5226 or Amy/719.210.5275***

*There are only 3 seats left for the T3! The T3 program is an additional full-day of instruction and will be held on April 9<sup>th</sup>.*

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### ***WORKSHOP DATE & TIME***

April 7 & 8, 2009  
8:30 AM - 5:30 PM (Both Days)<sup>1</sup>

### ***REGISTRATION DEADLINE***

March 27, 2009

### ***WORKSHOP COST***

\$500 per/participant

**This is a discount of nearly 50% off of the regular rate for this program!**

*Discounts may be available for multiple participants from the same company (3 or more). Please call Cindy Coe for more information! 719.761.5226*

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<sup>1</sup> Participants must be present for both full days of the workshop to receive credit. Please make any alternate arrangements (child care, pick-up/drop-off, block your calendar, etc.) in advance so that you may fully enjoy your learning experience!  
InsideOut Discovery, Inc. © 2009. ALL RIGHTS RESERVED.

## **WORKSHOP LOCATION**

Pueblo Union Depot  
132 W. B Street  
Pueblo , CO 81003  
<http://www.pueblouniondepot.com/>

Click here for map:

[http://maps.google.com/maps?f=q&source=s\\_q&hl=en&geocode=&q=132+W.+B+Street,+Pueblo+,+CO+81003&ll=37.0625,-95.677068&ssp=28.058077,78.75&ie=UTF8&ll=38.26499,-104.616237&spn=0.006773,0.019226&z=16&iwloc=r10](http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=132+W.+B+Street,+Pueblo+,+CO+81003&ll=37.0625,-95.677068&ssp=28.058077,78.75&ie=UTF8&ll=38.26499,-104.616237&spn=0.006773,0.019226&z=16&iwloc=r10)

## **PAYMENT DETAILS**

We accept checks drawn on business/corporate accounts and Pay Pal transactions only. No personal checks. If paying by check, maintain a copy of your registration form as your receipt. If **Pay Pal**, we will invoice you according to your registration form. Pay Pal requires users to have an account, which you can open for free. Using pay pal you can transfer funds through your bank account or pay by credit card. For more information go to the Pay Pal website: [www.paypal.com](http://www.paypal.com)

**Payment must be received before registration is complete and before pre-work is sent!**

## **YOUR FEE FOR THIS WORKSHOP INCLUDES**

- ✚ Two full days of facilitation and training, coaching, coaching practice, networking and feedback provided in an interactive and engaging learning environment.
- ✚ Full breakfast, lunch and afternoon snack each day.
- ✚ All workshop materials including CSI assessment
  - Book (sent in advance as pre-work)
  - Participant Guide
  - Discussion Guide
  - CSI Self (sent in advance as pre-work)
    - CSI Observer is available to order separately after the workshop
- ✚ Shipping and handling of pre-work materials
- ✚ Course completion certificate
- ✚ An exclusive invitation for membership in the online **IOD Coach2Coach Network**, peer-to-peer coach learning environment.

## **CANCELLATION/REFUND POLICY**

Due to limited seating and our financial commitments to vendors please note the following cancellation policy before registering:

- ✚ If your cancellation is received before March 27<sup>th</sup>, you will be assessed a \$250 cancellation fee.
  - The difference of your full payment minus the cancellation fee will be refunded to you after the workshop date.
- ✚ For cancellations made on or after March 27<sup>th</sup> (including no-shows), no refunds will be issued.
- ✚ Substitutions are allowed.

### **WORKSHOP PRE-WORK REQUIREMENTS**

Pre-work materials will be sent to you in advance of the workshop as soon as your enrollment form and payment are received.

- 📖 Read the book ***Coaching for Commitment: Achieving Superior Performance from Individuals and Teams (Third Edition)***, by Coe, Zehnder & Kinlaw
- 📖 Take the ***Coaching Skills Inventory (CSI) Self Assessment***
- 📖 Brush up on your Pueblo, CO trivia! 😊

### **WORKSHOP ATTIRE**

Casual - we believe the more comfortable you are the more open you are to learning. No PJ's please. 😊

### **TRANSLATION SERVICES**

Please contact us if translation services are needed. Translator fees are the responsibility of the participant.

### **TRAVEL AND OTHER EXPENSES**

Travel and other expenses are the responsibility of the participant.

### **LIABILITY RELEASE**

You, the client; your company and all of its agents, employees and contractors agree that you release InsideOut Discovery, Inc. its employees, agents and contractors from *any and all liability*; and will indemnify and save harmless InsideOut Discovery, Inc. its employees, agents and contractors from all costs, claims, causes of action or proceedings which you have or might have now or in the future, respecting and arising from this engagement and the ongoing working relationship.

## Travel & Accommodations

Pueblo, Colorado is a hidden gem and the southernmost city of the Front Range. Located in the “Banana Belt” with a temperate desert climate and mild winters, this historic town in Southern Colorado is fast becoming the region’s renewable energy capital! Pueblo boasts the most medal of honors winners per capita of any city in the country, and some of the best Mexican food in the state! With stunning views to the north (Pikes Peak), west (Wet Mountains) and South (Spanish Peaks), this growing city (and outskirts) is home to championship golf courses, a world class kayak park (river surfing anyone!?), Lake Pueblo for waterskiing and summer recreation, and only miles from mountain hiking, ATV riding, white water rafting and the famous Royal Gorge Suspension Bridge! Pueblo is the namesake of the famous hot Pueblo Green Chile, grown en-mass on its eastern mesa. The Annual Pueblo Chile and Frijoles Festival in September is an event not to be missed! We encourage you to experience our local culture, explore our historic downtown Union District and Arkansas Riverwalk, and to make the most of your time here with us!



***Bienvenidos to Pueblo!***

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### Airport Options

Given the start time of our program on April 7<sup>th</sup>, we recommend traveling in the day before (4/6). Depending on your return city, you may be able to get out the night of the last day of training. Please plan accordingly and allow yourself enough time to finish class and to get to the airport. If you leave early you will not receive your certificate.

- ✚ **Pueblo (PUB)** – You will go through Denver and connect to Pueblo (In our Opinion, it’s easier than driving! We do it all the time!)
  - Easy in and out via **Great Lakes Airlines**; Great Lakes partners with **United** and **Frontier Airlines** and you should be able to book directly through either of those to/from Pueblo. Internationally, your best bet is United to book straight through to Pueblo.
  - While at the Pueblo Airport, visit the **Spitfire Grill** for one of the best green chile smothered breakfast burritos in town – served all day!
- ✚ **Colorado Springs (COS)** – you may go through Denver and connect to COS (depending on your airline).
  - 45 minute drive to Pueblo
  - Almost all major airlines
- ✚ **Denver (DEN)**
  - 2 ½ hour drive to Pueblo

### Rental Car Options

**If you want to rent a car:**

- ✚ Rental cars are available at all airport locations!
- ✚ Pueblo airport rental car options are HERTZ and AVIS

## Recommended Accommodations

The following are our recommended accommodations. All of these hotels are relatively close to the venue. We are not blocking rooms for this event. Some hotels offer discounts for corporate travel.

### **The Abriendo Inn Bed and Breakfast**

- o <http://www.abriendoinn.com/>
- o According to their website, the Abriendo Inn offers a corporate rate for single occupancy.
- o The Abriendo is an affordable, quaint and historic bed and breakfast not far from the venue. There are 10 rooms available at the inn and we've been told that that service is spectacular and attentive!
- o A small bit of lore about the place; it is owned by Amy Tan's brother – you may be familiar with Amy's book (and movie), *The Joy Luck Club*? <http://www.amytan.net/>

### **The Pueblo Marriott Hotel on the Historic Arkansas Riverwalk**

- o A great location near the soon to be famous historic Arkansas Riverwalk.
- o <http://www.marriott.com/hotels/travel/pubdt-pueblo-marriott/>

### **The Cambria Suites Downtown Pueblo (long link!)**

- o The newest hotel in downtown.
- o <http://www.cambriasuites.com/hotel-pueblo-colorado-CO227?sid=o7E1M.3MSZNgJpi.4&sarea=5277&sname=pueblo&sstate=CO&scountry=US&radius=80.50&slat=38.2544&slon=-104.6090&schain=B&exp=&scity=&sort=dates&type=&map=n&nroom=1&nadult1=1&nchild1=0&nadult2=1&nchild2=0&nadult3=1&nchild3=0&nadult4=1&nchild4=0&nadult5=1&nchild5=0>

## Area Dining

While breakfast and lunch will be provided during the workshop, dinner will be on your own. Jump in your rental car and enjoy a true Pueblo eating experience!<sup>2</sup>

### **Jorge's Sombrero (downtown area)**

- o Author's choice for Mexican!
- o 1319 E Evans Ave / Pueblo, CO 81004 / 719.564.6486

### **La Renaissance (downtown area)**

- o Author's choice for value and ambience!
- o 217 E Routh Ave / Pueblo, CO 81004 / 719.543.6367
- o <http://www.larenaissancerestaurant.com/>

### **DJ's Steakhouse (up north)**

- o Author's choice for steak!
- o 4289 N Elizabeth St / Pueblo, CO 81008 / 719.545.9354

### **Giacomo's (up north)**

- o Author's choice for Italian!
- o 910 Highway 50 West / Pueblo, Colorado 81008 / 719.546.0949
- o <http://www.giacomosonline.com/>

### **Puukaow Thai (Pueblo West)**

- o Author's choice for fresh, homemade Thai cuisine!
- o 1021 Market Plaza North / In Safeway Plaza / Pueblo West, CO 81007 / 719.547.8777
- o <http://www.puukaowthai.com/20070421/home.html>

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<sup>2</sup> The authors are not affiliated with any of the restaurants listed and make no assertions about food quality or service at the time of your visit.



## **C4C™ & Author Background**

**InsideOut Discovery, Inc. (IOD)** is the Home of **Coaching for Commitment (C4C™)** and Authors **Cindy Coe** and **Amy Zehnder, Ph.D., PCC**. Cindy and Amy, both experienced executive coaches and facilitators, were approached by Wiley publishing in 2004 to revise this classic and best selling coaching program. An endeavor they approached with vigor and passion!

The result is a completely modernized, revised and updated edition that reflects today's business coaching environment and philosophies. IOD offers the only train-the-trainer (T3) certification available for the C4C™ program. In addition to the T3, Cindy and Amy regularly conduct the C4C™ 2-day workshop as an "in-house" program with a variety of clients in a number of industries.

This dynamic duo also administers the latest version of the CSI (Coaching Skills Inventory) and conducts two all new one-day workshops; *Creating a C4C™ Culture* and the *Overcoming Coaching Challenges: C4C™ Advanced Course*.

Cindy and Amy are renowned presenters and keynote speakers who consistently create and offer customized programs to organizations, leaders and teams. In addition to C4C™, they are also qualified to facilitate a number of different programs which serve to enhance the Coaching for Commitment Culture; among these are customized teambuilding, various assessments, leadership and management development and customer service programs.

Cindy and Amy are the heart of **InsideOut Discovery, Inc.** They believe in building strong and lasting relationships with clients, and they are well known for customizing programs to fit each client's individual needs. Both women are well-versed in a variety of OD, team and Leadership models and are qualified to incorporate a broad range of tools to meet the specific program needs of your organization. Having an in-depth knowledge of some of the industry's most popular training programs and philosophies makes it easy for Cindy and Amy to blend a client organization's existing philosophies into training that is timely and relevant to the client's workforce. Using this custom and often layered approach, Cindy and Amy can complement and enhance your company's existing offerings, or provide a solid stand-alone training solution to meet your needs.

Cindy and Amy strive to work with each client to create a lasting partnership of success (rather than dependency) and to apply the principles of coaching in all they do:

***"We choose to use our skills and talents in ways that maximize a client's potential and investment, as well as to provide them with tools for continued success! Regardless of the task or challenge placed before us, we welcome it!" ~Cindy and Amy***


## What exactly is COACHING?

Many people have heard of coaching but may not really understand what it is in this context. Within organizations, coaching is a role that everyone can play and that leaders, managers and supervisors are expected to use when working with employees. For some, the role of coach is ambiguous and can often be confused with other roles such as manager, mentor or instructor (trainer, teacher, and consultant).

In the context of *C4C™*, coaching is “...**All about the person being coached.**” It is not telling, solving or fixing; rather it is empowering the person being coached (PBC) to think and solve for themselves so that all parties are more engaged and productive.

There are many *types* of coaches by this definition. In general, most fall into the category of business, executive or life coaches. Coaching is not therapy and coaches, are not therapists.

The **International Coach Federation** ([www.coachfederation.org](http://www.coachfederation.org)) describes executive and life coaching in the following way:



*“People ask me all the time  
what I do for a living.  
When I tell them I am an  
Executive Coach they say,  
WHAT SPORT?! It can be  
hard to explain.”*

*Cindy Coe  
IOD President & Possibility Coach*

*“Coaching is partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential. Professional coaches provide an ongoing partnership designed to help clients produce fulfilling results in their personal and professional lives. Coaches help people improve their performances and enhance the quality of their lives. Coaches are trained to listen, to observe and to customize their approach to individual client needs. They seek to elicit solutions and strategies from the client; they believe the client is naturally creative and resourceful. The coach's job is to provide support to enhance the skills, resources, and creativity that the client already has.”*

## Coaching for Commitment (C4C™): It Will Revolutionize the Way You Think About Coaching!

Never before has there been a program that so clearly distinguishes coaching as a singular role or a tool (CSI) that allows people to assess which role they gravitate toward (mentor, manager, instructor, coach) while measuring the “coaching gap” between performing other roles and being in the coach role. This program is unique in that it encourages participants to look at coaching in its purest form.

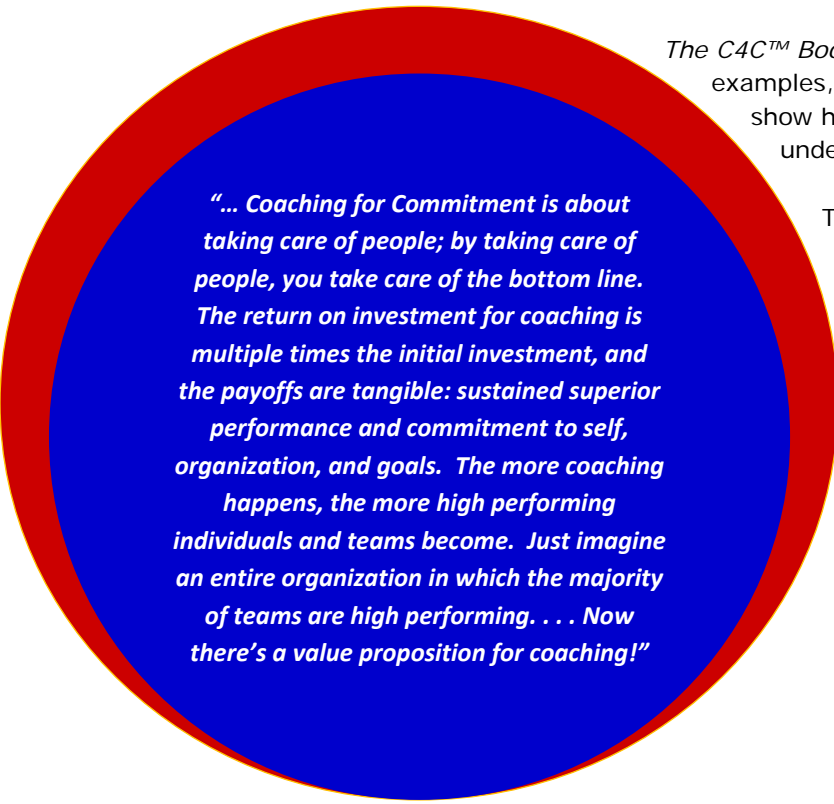
This new, third edition of the best-selling *Coaching for Commitment* is based on the groundbreaking coaching work of the late Dennis C. Kinlaw. In this thoroughly revised and updated edition the authors, Cindy Coe and Amy Zehnder clearly show that coaching is a proven strategy for improving performance in today’s environment of intense competitiveness for total customer satisfaction, continuous improvement, and the drive to deliver superior products and services.

*C4C™* does something that no other program has done before; it provides precise definitions of coaching and other roles by introducing the *Role Model* and the *WHAT and HOW* method. *C4C™* makes it easy to differentiate when you are managing, mentoring, instructing and coaching.

***C4C™* will teach you how to identify when coaching is the optimum role to play and how to become a skillful (or more skillful) coach!**

The *C4C™ Book* is filled with easy to use tools, illustrative examples, and sample coaching conversations that clearly show how to use the coaching process, understand the underlying model, and develop the needed skills.

The ***C4C™ 2-Day Workshop*** is a completely interactive, participant-centered experience that focuses on the ***coach role***. From assessing your coaching skills to learning new ways to coach and teach coaching to others, the *C4C™* Program is designed to help you achieve better results as a leader, manager, business owner, practitioner, administrator, employee, coach, and even as a parent!



*“... Coaching for Commitment is about taking care of people; by taking care of people, you take care of the bottom line. The return on investment for coaching is multiple times the initial investment, and the payoffs are tangible: sustained superior performance and commitment to self, organization, and goals. The more coaching happens, the more high performing individuals and teams become. Just imagine an entire organization in which the majority of teams are high performing. . . . Now there’s a value proposition for coaching!”*

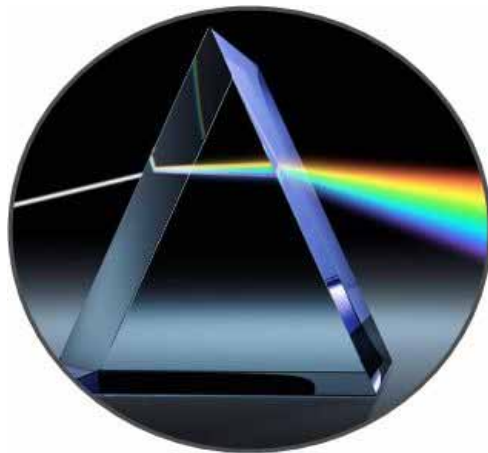
## Shift Happens!

### Version Changes

If you are familiar with the new third edition of the *C4C™* program, you know that coaching requires a *SHIFT* in thinking on the part of the coach! The third edition also requires a *SHIFT* in thinking for those who were familiar with *Edition Two!*

The third edition is very much a whole new program! We have modernized, revised, updated and streamlined the old program to align more closely with the coaching standards and practices of today. Specific differences are enumerated in the third edition's *Preface ("Third Edition Enhancements", p. xvi)*. Highlights of the major changes from edition two to edition three are listed below.

- ✚ We've streamlined the two coaching models to one new **InDiCom Coaching Model**.
- ✚ We created the **Coaching Prism**, which represents the **coaching process** and includes the **InDiCom Coaching Model** and new **CLEAR Coaching Skills** (now only 5 skills)!
- ✚ There are **no longer types** of coaching, but rather **four distinct roles** that people play (*manager, mentor, instructor, coach*). The book and workshop focus almost exclusively on the **coach role**.
- ✚ Never before has there been a program that so clearly distinguishes coaching from other roles people play – now using the **WHAT and HOW method** we've made it easy to understand which role to use, when!
- ✚ The focus of the **Coaching Skills Inventory (CSI)** has completely changed,
  - It now evaluates **which of the four roles** people gravitate toward most often.
  - It assesses a person's **coaching gap** score (i.e. indicating one's level of ability to make the **shift** to the **coach role**).
  - It identifies a person's **coaching skills gap**.
- ✚ The **PSSQ** is no longer a part of the program. The New CSI incorporates skills into the assessment!



## IOD Company Bio

**InsideOut Discovery™, Inc. (IOD)** is an international coaching and consulting firm and the **Home of Coaching for Commitment**. IOD specializes in Executive Coaching, Team Building and Instructional Design. Founded by a former Fortune 50 Learning and Development Manager; this dynamic organization serves clients in a variety of industries and is celebrated for its ability to customize programs and take an individualized approach with every client!

IOD has worked with clients in the following areas:

- Fortune 50
- Fortune 500
- Financial services
- Large corporations
- Small to mid-sized companies
- Sales organizations
- Dealerships
- Healthcare including hospitals, doctors, dentistry, optometry, pediatrics, restorative dentistry, private practice, contract and other medical professionals
- Manufacturing
- Real estate
- Small business
- Education including early childhood thru higher education and continuing education
- Day care
- Non-profits including churches, boards of directors, professional organizations, associations and charitable organizations.

We are available for keynotes! If you would like more information on InsideOut Discovery's services, please send your email to: [inquiry@insideoutdiscovery.com](mailto:inquiry@insideoutdiscovery.com) or call us today, at **719.761.5226**.

We look forward to partnering with you for success!



## IOD Principle Bios

### Cindy Coe

#### IOD President & Possibility Coach

**Cindy Coe** is the Author of *Coaching for Commitment: Achieving Superior Performance from Individuals and Teams* (Ed. 3) - A John Wiley & Sons Best Selling book and coaching package, which includes the CSI (Coaching Skills Inventory) Assessment and interactive two-day coaching workshop!

Cindy is an entrepreneur and former Fortune 50 company Learning and Development Manager. She is the President of InsideOut Discovery™, Inc.; an international coaching and consulting practice that specializes in executive coaching and team building.

With over 20 years of combined experience and expertise, Cindy holds a Bachelors degree in Journalism/Communications and a certificate in secondary education from Sam Houston State University. She is a graduate of Corporate Coach University International's Advanced Corporate Coaching Program and is a member of the International Coach Federation, HR.com, International Association of Coaches and Coachville. Cindy is certified/qualified in a variety of training programs ranging from leadership and coaching to customer service, in addition to a number of assessment tools.

Cindy has spent her career operating as a strategic partner and developing people by applying the principles of coaching to her work. Whether it is onstage, online, on the phone or in the classroom, Cindy's coaching expertise shines through and she leaves people feeling motivated and energized! She is the quintessential "Possibility" Coach. Cindy is a captivating and enthusiastic presenter. It has been said that her "mere presence increases people's energy and enthusiasm." Cindy loves adventure and rarely turns down an opportunity to try something new.



#### InsideOut Discovery™, Inc.

**Cindy Coe**  
President & Possibility Coach

719.761.5226  
cindy@insideoutdiscovery.com

[www.insideoutdiscovery.com](http://www.insideoutdiscovery.com)  
[www.coachingforcommitment.com](http://www.coachingforcommitment.com)



**Amy Zehnder, Ph.D., PCC**

**IOD Vice-President & Maximizer Coach**

**Dr. Amy Zehnder** is a Maximizer Coach, entrepreneur and Vice President of InsideOut Discovery™, Inc. Amy is the Author of *Coaching for Commitment: Achieving Superior Performance from Individuals and Teams* (Ed. 3) - A John Wiley & Sons Best Selling book and coaching package, which includes the CSI (Coaching Skills Inventory) Assessment and interactive two-day coaching workshop!

Amy's primary career is that of Vice President of Learning and Development for a Fortune 50 Financial Services Company, where she heads up talent management, organizational and leadership development for ten business lines. She has her Ph.D. in Industrial and Organizational Psychology, her Professional Coaching Certification (PCC) from the International Coach Federation (ICF), and is a graduate of Corporate Coach University International.

With over 20 years of experience, Amy has been recognized repeatedly for her strategic vision and for adding value to leadership and management programs. She has helped hundreds of leaders to achieve exceptional results by working with them to improve their leadership effectiveness and tie personal initiatives to business objectives. Amy is certified/qualified in a variety of training programs ranging from leadership and coaching to customer service, in addition to a number of assessment tools.

Amy is a dynamic and engaging presenter as well as a phenomenal facilitator. She is the adventurer extraordinaire as she enjoys some of the most adrenaline filled activities you can imagine.

**InsideOut Discovery™, Inc.**

**Dr. Amy Zehnder**

VP & Maximizer Coach

719.210.5275

amy@insideoutdiscovery.com

www.insideoutdiscovery.com

www.coachingforcommitment.com



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*Just Add Courage!™*

## Additional Resources

If you would like more information on IOD, *C4C™*, Cindy Coe or Dr. Amy Zehnder the following resources are available:

- 📌 IOD Website: [www.insideoutdiscovery.com](http://www.insideoutdiscovery.com) or [www.coachingforcommitment.com](http://www.coachingforcommitment.com)
- 📌 IOD Blog: <http://insideoutdiscovery.blogspot.com/>
- 📌 *C4C™* Press Release: <http://www.pr.com/press-release/75589>
- 📌 *Coaching for Commitment* Frequently Asked Questions Document:  
[http://insideoutdiscovery.com/doc/C4CFAQFinal\\_112807.pdf](http://insideoutdiscovery.com/doc/C4CFAQFinal_112807.pdf)
- 📌 HR.com webinar (archive): <http://www.hr.com/servlets/sfs?t=/contentManager/onStory&e=UTF-8&i=1116423256281&l=0&ParentID=1119974671478&StoryID=1200519622315&highlight=1&keys=C&active=no>
  - You may also go to [www.hr.com](http://www.hr.com) and run a search for "*Coaching for Commitment.*"
  - HR.com membership is free
- 📌 John Wiley & Sons Website: [www.wiley.com](http://www.wiley.com)
  - Run a search for "Cindy Coe" or "Amy Zehnder"