

Coaching Calls

A one-hour call or virtual meeting tailored for organizations and individuals seeking guidance, insight, and honest feedback from Brookwood's Center for Learning team.

Calls are designed to address specific questions and concerns, unique to your organization, offering practical advice rooted in Brookwood's many years of learning the hard way. Our goal is to help you advance your mission while avoiding common pitfalls, we've encountered ourselves.

Our Brookwood team has experience in programming, employment models, horticulture, ceramics, food packaging, fundraising, risk management, admissions criteria, marketing, retail, café and more.

Prior to the coaching session, we'll schedule a brief Discovery Call to better understand your organization's context and needs. You're also welcome to email specific questions ahead of time so we can prepare thoughtfully and serve you well.

What to Expect

- 1. Transparent, experience-based feedback**

If your direction mirrors a path we've walked and found unfruitful, we'll share that honestly to help you avoid common pitfalls.

- 2. Collaborative notetaking**

You'll take notes during the session and email a summary of what you learned to us. You're welcome to include additional reflections or context that may help accelerate your mission.

- 3. Follow-up email**

If needed, we will send a follow-up email with additional resources or information discussed in the call and add any pertinent information you may have missed during the call.

- 4. Mission-aligned support**

Every coaching call is designed to honor your unique journey while sharing insights, practices, and lessons learned from Brookwood's experience.

Frequently Asked Questions

- 1. Who leads the coaching call?**

Depending on your topic, you'll be matched with a member of Brookwood's Center for Learning team or a leader from our broader community. We'll ensure the person guiding your session brings relevant experience and insight.

- 2. May I choose the topic of the call?**

Absolutely. Coaching calls are designed to respond directly to your organization's current needs. In some cases, we may recommend beginning with a certain topic or approach to ensure the foundation is strong for long-term sustainability. We can guide the conversation in a way that best supports your mission's growth.

- 3. What are examples of topics for the calls?**

Our Brookwood team has experience in programming, employment models, conflict resolution, horticulture, ceramics, food packaging, fundraising, risk management, HR, how to start a program, admissions criteria, marketing, retail, café and more.

- 4. What internal challenge, when addressed, consistently transforms how an organization functions?**

Resolving issues with staff has proved to be most beneficial. Getting the "right people on the right seats of the bus" is critical to saving you from the time-consuming distraction of managing difficult staff.

- 5. What happens after the call?**

You'll email a summary of your takeaways to us, along with any additional context or updates. This helps us stay connected and continue supporting your mission as it evolves.

6. May I schedule more than one call?

Yes. Most people schedule several calls in advance and return for follow-up conversations as their work deepens. We're honored to walk alongside you as you grow.

7. Is there a fee for coaching calls?

Yes. As part of our commitment to stewardship, we charge a nominal fee for coaching calls. This ensures that we remain faithful stewards of Brookwood Citizen tuition, while continuing to offer thoughtful, mission-aligned support to others. We offer a limited number of scholarships for those who qualify.

8. Do you allow more than one person from our organization to be on the call?

Of course, we want the time we spend to benefit your organization in the best way possible. However, there may be times when you have a specific question about confidential information, and we would expect you to use your discretion as to who you allow to participate.

Terms Defined

1. *The Brookwood Way*®

We refer to Brookwood's culture-in-action as *The Brookwood Way*®..... the invisible, secret sauce rooted in faith, dignity, purpose, and community. It is how Citizens and Community Members work, how we treat one another, and live out our mission every day.

2. Citizens

We refer to the adults with disabilities who live and work at Brookwood as *Citizens*. They are the heart of Brookwood, vessels through whom the Lord teaches us daily, reminding us that we learn far more from them than they ever learn from us.

3. Community Members

Our Community Members are the staff who live out *The Brookwood Way*® each day, forming the interconnected community that makes our mission possible. As members of one body, we work in an interdependent relationship supporting, learning from, and relying on one another to create a place where our Citizens can thrive.

4. Community Builders

We refer to participants in our Brookwood Way Conference and Center for Learning Offerings as *Community Builders*—those who are actively shaping purposeful communities across the street or across the world.