

Code Blue Life Coach Training Guide



**CODE BLUE COMMUNITY
EMERGENCY FIRST RESPONDERS**



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Getting Started ...

The most important part of getting started is beginning with the correct frame of reference. This attitude or mind-set is made up of two parts:



As a first responder yourself, you understand where they are, but having overcome, you also understand where they will be. As a mentor and advocate, you are not there to comfort and agree with them as much as you are there to offer objective, constructive feedback. They need to know the truth without being made to feel foolish, or inadequate. The MAPS™ process is a successful tool that will help you bring about the kind of life changes that will last.

Instructor Notes: Read both parts aloud. Emphasize that a positive attitude is essential for effective coaching.

- You are not there to comfort and agree
- Objective, Constructive feedback (not criticism) is valuable
- Never make anyone feel foolish, or inadequate

Trainer Information Only: Both of these points are on the Life Coach test.

How Does Code Blue Community Work?

Program Components Include:

Weekly Meetings and Step By Step (12 Step) Journal	Life Renewed Quality of Life Assessment	MAPS Life Coaching
<ul style="list-style-type: none">• Meet weekly to discuss common issues.• Given a Step By Step Journal• Can work through Step By Step Journal alone or with a Life Coach.	<ul style="list-style-type: none">• Confidential• Takes about 20-25 minutes.• Individualized Profile.• Taken at regular intervals• Compares progress	<ul style="list-style-type: none">• One-One Coaching• Assessment Profile used as a blueprint to set goals.• Work toward goals and measurable steps

There are three components to Code Blue Community. Participants begin by attending weekly meetings. All first responders are welcome. At the meetings there will be open, but guided, discussion on various issues that they face. After attending the meetings several times, they may want to begin working by themselves, or with a Life Coach, on the Step By Step Journal.

1. When they decide are ready, they can take a Quality of Life Assessment (QOLA) that will give an accurate profile of how the veteran is functioning mentally, emotionally, socially, and spiritually.
2. Using the QOLA, a trained Life Coach will review their profile and meet with them regularly to help them set goals and measurable steps that will help resolve issues. The first responder will re-take the QOLA bi-monthly to check progress.

Instructor Notes: Make sure trainees understand that the program has three components. Read three components aloud.

- Weekly group meetings with Step By Step can be done independently without a Life Coach.
- QOLA is only used with a the MAPS™ Life Coach process.

How Do the Components Work Together?

The assessment accurately measures the first responder's progress toward their goals.



Quality of Life Assessment
(taken every 8 weeks)

The Life Renewed Quality of Life Assessment™ provides valuable insight that defines the direction for veteran goal setting..



Code Blue Community Coaching Process



Code Blue Step By Step – Our Twelve Step Program



Using the Step By Step Journal, first responders come to understand their responses and choose the actions that will resolve life issues.

Using assessment results, trained Life Coaches help first responders plan, and record goals that will improve their quality of life.

Each component is equally important, and used together consistently will provide an accurate and effective way to improve a person's quality of life.

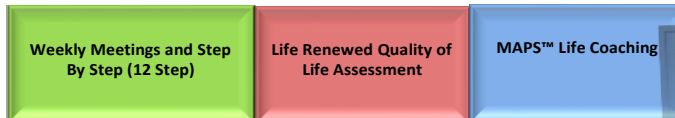
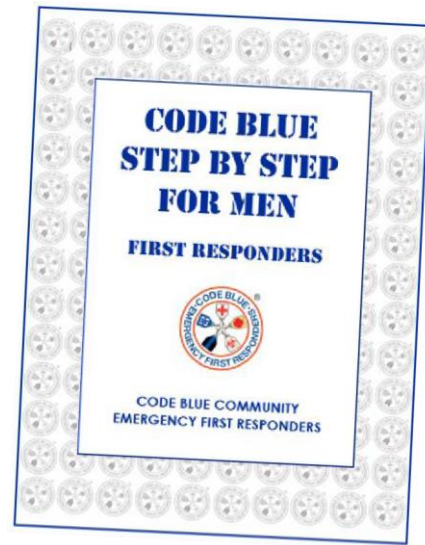
The Quality of Life Assessment (QOLA) should be given every 60-90 days to make sure the Life Coach and the first responder have data that is up to date. Having data that is current will give them a easy to understand, visual picture of progress, and also provide a blueprint for continued direction.

Instructor Notes Read three components aloud as they appear.

- Weekly group meetings with Step By Step can be done independently without a Life Coach, but working through the complete process is more effective and will produce better results.
- QOLA should be taken every 60-90 days to provide the veteran and the coach with fresh data.

What is the *Step By Step Journal* and How is it Used?

- A first responder can work through the Step By Step Journal independently while attending weekly meetings.
- A first responder can work through the Step By Step Journal while meeting with a Life Coach. In this case, the Quality of Life Assessment™ (QOLA) will provide the first responder with feedback, and help them set and achieve goals. Additionally, they will have an opportunity to talk to their coach and receive face to face mentoring.
- The choice that provides the most help and fellowships is to regularly attend weekly meetings, meet with a life coach and work in the Code Blue Step By Step Journal all together.



The Code Blue Step By Step is a twelve step journal that takes first responders on an in depth journey through their thoughts, feelings, plans, and dreams. It gives them a chance to define and deal with issues that may be causing them to struggle in achieving the quality of life they desire for themselves and for their families.

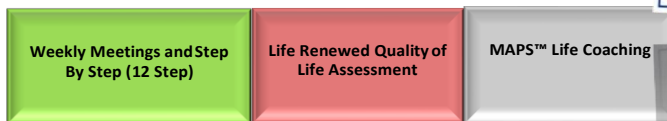
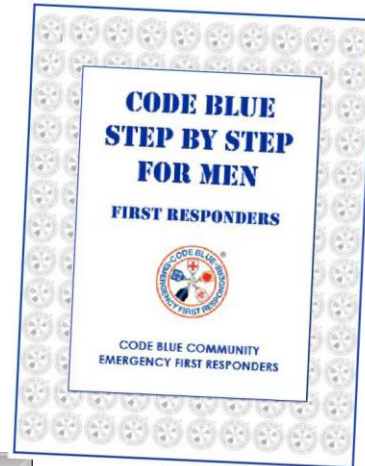
There is no time limit to complete the twelve steps; each person works at their own pace, making necessary life adjustments as they progress. The Code Blue Step By Step Journal is meant to be completely confidential; no one sees what is written there except the first responders and those with whom he/she chooses to share the contents.

Instructor Notes: The Step By Step Journal is a very in-depth journey through an individuals thoughts and feelings.

- **It is personal.** No one sees it except the owner unless they choose to share it.
- There is no time limit for completion. Each person works through the journal at their own pace.
- A first responder can choose to work with a life coach, work on the Step By Step Journal, and attend weekly meetings . This is the best choice because it provides the most help and fellowship.

How is Progress Tracked?

The Code Blue Step By Step is also used by the first responder and the Life Coach to record and track Goals and Measurable Steps established by the first responder. It is important to keep a written record of goals and steps taken to measure success and set new goals.



An important element of the MAPS™ Life Coaching process is establishing specific goals, and the necessary steps to achieve those goals. First responders/Family members work on some steps until they become part of their regular routine/lifestyle. Usually, if someone does something consistently for 21 days, it becomes a habit. Example: Goal – Trying to lose weight / Step 1 – drink five glasses of water each day; Step 2 – walk one mile each day; Step 3 – eat fruits and vegetables at each meal; Step 4 – reduce or eliminate sugar from diet and so on.

Other steps might only be done once (or twice), but represent a milestone in the participant's life. Example: Goal – Forgiveness / Step 1 – Write a letter to someone who has hurt you (doesn't have to be mailed); Step 2 – make a list of people you have hurt, and ask them for forgiveness Etc.

Notes:

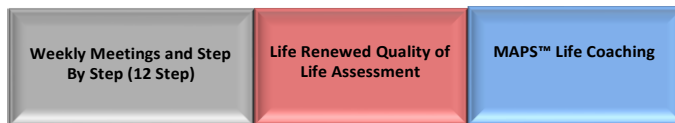
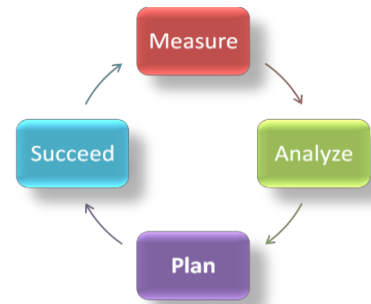
What is Life Renewed MAPS™ ?

Life Renewed MAPS™ is a **planning process** that coaches a person into positive behavioral changes.

Using data from the Life Renewed Quality of Life™ Assessment, obtainable **goals are created**, helping the veteran **to map out and build a successful life**.

MAPS™ is a four-step process:

- **Measure**
- **Analyze**
- **Plan**
- **Succeed**



What we have here is an acronym for those elements: MAPS™. MAPS™ stands for **Measure, Analyze, Plan, Succeed**. *Trainer Information Only: These four steps are on the Life Coach test.*

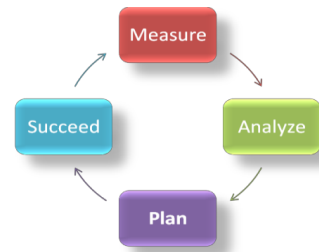
Using this method, a person can be coached into positive behavioral changes. Data from the Life Renewed Quality of Life Assessment™ helps the first responder create obtainable goals so they can map out and build a successful life.

Instructor Notes: This process needs to be done consistently and in order to achieve the best results.

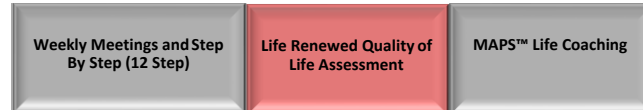
- After taking the second assessment (**Measure**), the process should be repeated: Profile **Analyzed**, **Plans** reviewed and/or revised, **Successes** celebrated.

Measure

Measure



The first responder (or family member) begins the program by completing our multiple-choice Life Renewed Quality of Life™ Assessment. The assessment scientifically measures and tracks physical, mental, social, emotional, and spiritual functioning and well being of the participant.



In the first element, Measure, the first responder , or family member completes our multiple choice Quality of Life Assessment (QOLA).

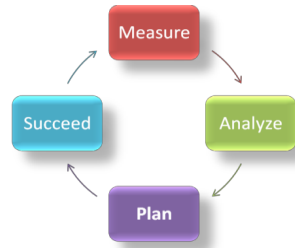
It is the results of the assessment that provide the life coach with accurate data to help determine the needs of the participant.

The assessment scientifically measures and tracks physical, mental, social, emotional, and spiritual functioning and well being of the participant.

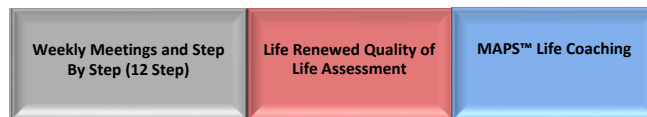
The QOLA takes about 20-30 minutes to complete, depending on how much thought is given to each question. It's good to remember, though, that your first thoughts, or impressions, about how you should answer are usually correct. Sometimes “over-thinking” a question is not really helpful.

Instructor Notes: Taking the QOLA on a regular basis will supply the first responder and the coach with fresh data. The comparison feature on the QOLA Profile gives an accurate, visual picture of progress and provides a blueprint for setting new goals,

MAPS Analyze



Once their assessment is completed, it is automatically scored and analyzed. Then our software system generates a personalized assessment profile. With the help of a trained life coach, the first responder reviews the results of the assessment to understand their strengths and challenges.



Once their assessment is completed, it is automatically scored and analyzed. Then our QOLA™ software system generates a personalized assessment profile. With the help of a trained life coach, the first responder reviews the results of the assessment to understand their strengths and challenges. The computer analysis provides an accurate profile and immediate feedback.

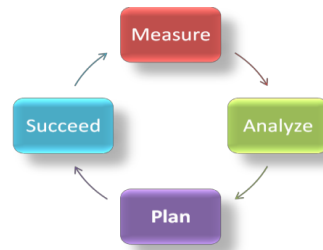
It is really important at this point that the coach reviews the profile with the first responder to answer questions and clear up any misconceptions. The coach should use the strengths to help overcome the challenges an individual is facing.

In every Profile, some areas will be stronger than others. Also, each profile is completely individualized. – no two are the same. Each profile can be used only with the individual who produced it.

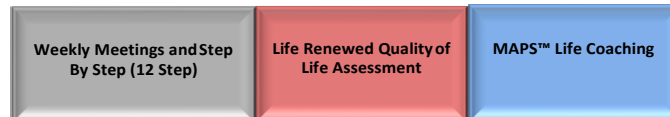
By using the data on the profile, very specific needs can be addressed. Everything is personalized.

Instructor Notes: The Life Coach Notepad questions do not have to be repeated after the first assessment. Second (and beyond) assessment results should focus on progress made by the participant or challenging areas that need to be further addressed.

MAPS Plan



The Life Coach uses the assessment profile to guide the first responder or family member in developing a Life Map, or plan, with specific goals and steps. The participant works to complete one goal at a time. Easily attainable goals are set in the beginning, but as progress is made more complex goals are set. The *Step by Step Journal* is used to record and track the goals that are set.



The next element is what brings the results. Good planning is essential to success. As a coach, it is your responsibility to help the first responder set realistic goals and then complete those goals. At first, the goals should be easily attainable, but subsequent goals become increasingly more difficult. Success with early goals sets a pattern of success that builds confidence and self respect.

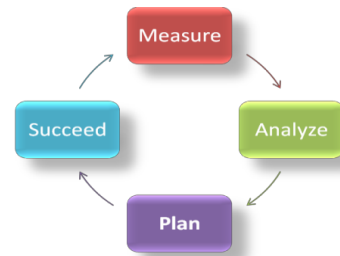
Planning and setting goals is something that will continue, even after the first responder is experiencing satisfaction with life.

This is one of the life changes that will keep the first responder and his family on track. Planning ahead how to handle situations will help keep stress to a minimum. Practicing correct, reasonable responses establishes good habits.

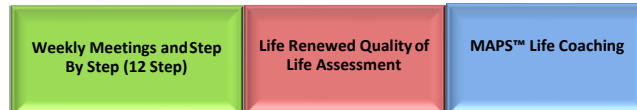
Instructor Notes: It is essential that the participant (though guided) make their own plans and set their own goals.

- They can revise them as necessary
- Sometimes having to revise plans that aren't working is part of the learning process. If they don't realize the need for revision – suggest it, but don't require it.

MAPS Succeed



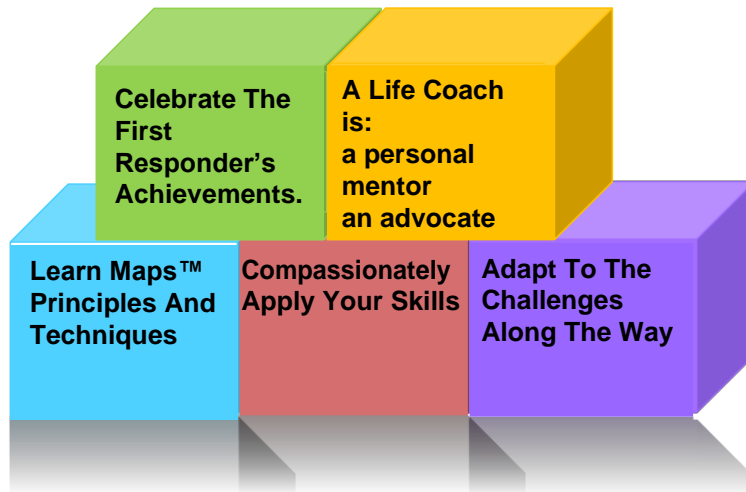
After the second assessment is taken, the compared assessment profiles give the participant an easy to understand, visual picture of their progress. As they complete progressively more challenging goals, their confidence begins to grow. Recording the goals in the Step by Step Journal is important so success can be tracked.



After the first responder has mastered several goals or measurable steps, it is time to take another assessment to check progress. The QOLA has a comparison feature so that the results of multiple assessments are shown on the same profile. This gives an easy to understand, visual picture of progress. The material also includes pages to be used for recording and tracking goals. It is important to keep track of goals so that the first responder can review their success with previous goals.

Instructor Notes: Remember that in order to achieve *initial* successes, the goals may have to be fairly simple. Encourage the participant to formulate increasingly more difficult goals (at their own rate). Compliment genuine successes.

The Role of a Life Coach



Pause here and share what you think it means to be an advocate, or mentor.

A Life Coach is a **personal mentor** for a first responder's life and career. The Life Coach acts as an **advocate** who offers support and direction, and who focuses exclusively on the interests of the first responder.

As a Life Coach, your task is to:

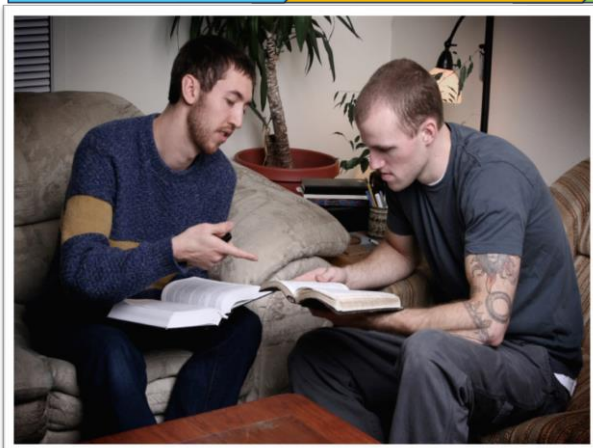
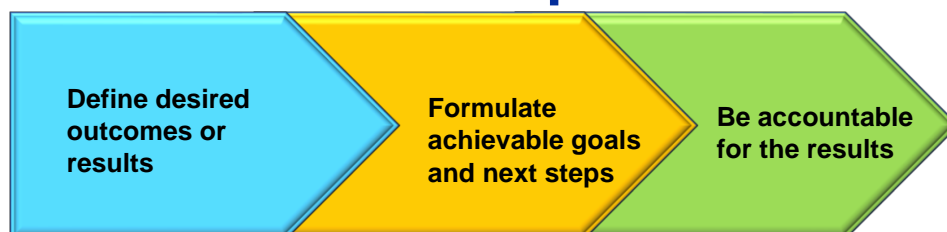
- **Learn** the Life Renewed MAPS™ principles and techniques,
- **Compassionately** apply your skills in a coaching relationship.
- **Adapt** to the challenges along the way,
- **Celebrate** the life achievements.

Instructor Notes:

Trainer Information Only: These four points are on the Life Coach test.

- **Follow Principles and Techniques**
- **Apply Compassion**
- **Adapt**
- **Celebrate**

The Life Coach Helps the Client:



**A Life Coach
offers firm, but
flexible, support,
and guidance.**

However, going the extra mile does not mean planning their life for them. You are there for support; you need to help them **define desired outcomes, formulate goals, and be accountable for the results**. The only way they will “own” the outcomes and be accountable is if they decide where they want to go. The coach is there to help them think through how they can get where they want to be.

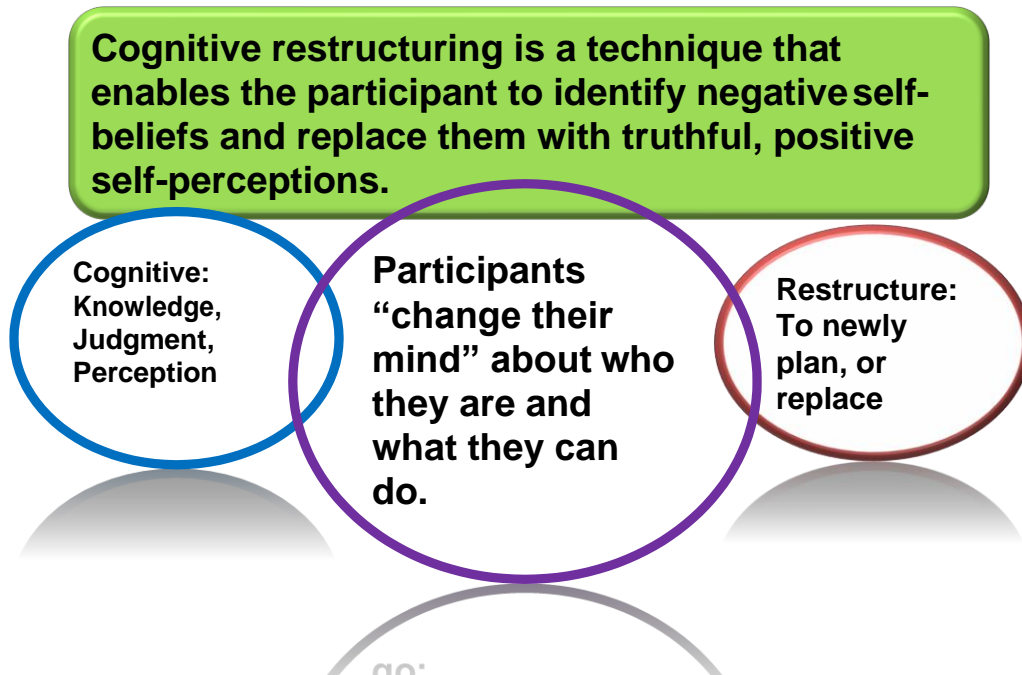
The Life Coach helps the first responder:

Trainer Information Only: These three points are on the Life Coach test.

- **Define desired outcomes or results**
- **Help formulate achievable goals and next steps**
- **Be accountable for the results**

Instructor Notes: Stress the importance of participants defining *their own* desired outcomes and setting *their own* goals. Participants will naturally be more accountable if they own outcomes and goals, and they will be more encouraged when their own outcomes and goals are successfully achieved.

Cognitive Restructuring: What It Is and Why It Works



Examples:

- "I am unworthy of love and affection and no one likes me because I never do anything right." is replaced with "I am worthy to be loved and appreciated by others. Sometimes I make mistakes, but many people love and care about me."
- "The economy is so bad I can't get a good job." is replaced with "If I send out resumes and apply for jobs something will open up; additionally, I am able to learn new skills that will help me find/keep a better job".

Remember that change is a process, and will happen differently for different people. As the participant's self-perception changes, their ability to make good choices and productive lifestyle changes increases. They begin to believe that there is hope and a future for them and that they can achieve positive goals and live a satisfying life.

These changes require a step-by-step approach of setting attainable goals so that the first responder begins to accept that they can be successful. With each accomplished goal, positive self-perception increases and the participant is ready to set a more challenging goal.

Instructor Notes: This process is really about realizing and owning your own truths. Self-perceptions are often skewed by fear, insecurity, and self-doubt. Once an individual gets a realistic grasp of who they are, their actual capability and value, and that there is a plan and purpose for their life that is good they are able to accomplish more.



As the first responders' self-perceptions change, their ability to make good choices and productive lifestyle changes increases. They begin to believe that there is hope and a future for them and that they can achieve positive goals and live a satisfying life.

As a coach, you need to help them make better choices as they begin thinking of themselves as reasonable, and capable.

How does this connect with the "Success" element we talked about earlier?

Being successful changes the way someone perceives themselves. When goals are made, then achieved, their perceptions about who they are and what they are able to do changes in a positive way. Additionally, they begin to view others more favorably.

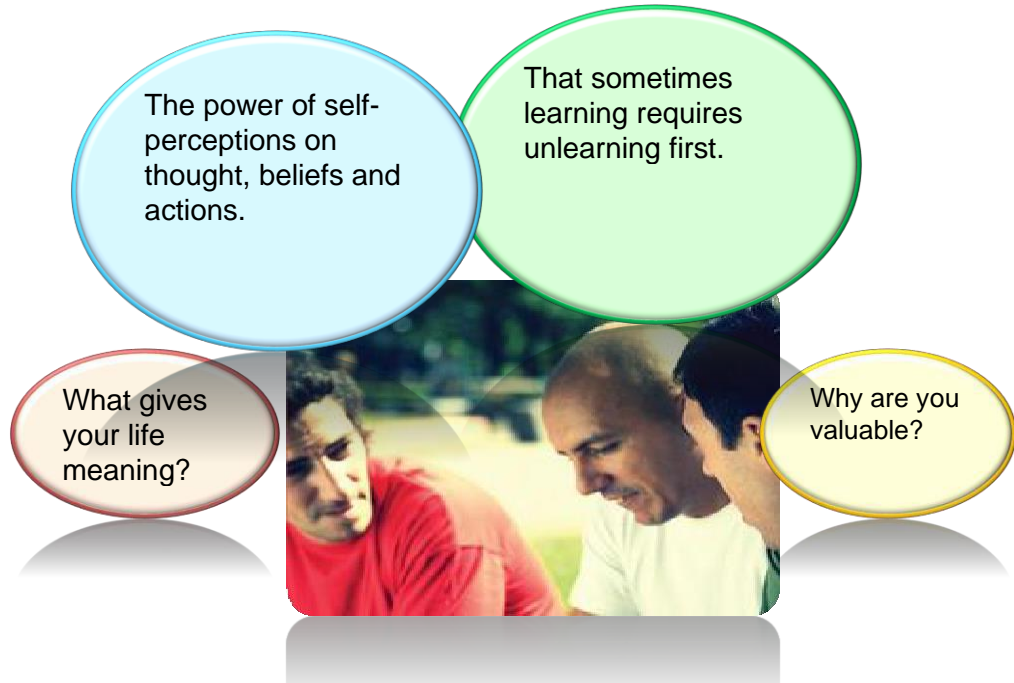
Some difficult issues for a first responder include -

- **Wondering if they did enough. What could I have done differently, or better?**
- **Memories and thoughts of extreme fear. Why was I not braver, stronger?**
- **Guilt for those they lost in rescue attempts.**

These things often manifest as anger. It is important for them to know that they responded normally to abnormal, difficult circumstances. They do not have complete control of the lives they try to save; they were afraid because the situation was fearful; they did what was required to preserve lives.

The Power Of Self-Perception

As a Life Coach I need to know and understand:



The power of self-perception can not be underestimated. Each individual needs to come to an understanding of their inherent value. Often, because of the traumas we face in life, we adopt a false sense of our own value, and begin to believe that we are not capable, unlovable, not strong enough, or just plain bad. **These negative self-perceptions need to be “unlearned” and replaced with a sense of true self-worth.**

Stop and take some time now sharing with the group where or how you receive your sense of self-worth. What do you think makes you valuable.?

Instructor's Notes:

- Have different members of the group answer the question “What do you think makes you valuable? Accept all answers as valid.
- Explore / discuss “unlearning”. Stress that if something is “unlearned” or eliminated, that it must be replaced with something positive.
- Explore / discuss a false sense of self-worth (bragging and bravado) with a true sense of self-worth. How does setting and successfully achieving positive goals increase and develop a true sense of self-worth? *(Bragging and bravado are often based on false attainments rather than real achievements. By setting and achieving goals that increase quality of life genuine self-value develops.)*

Exploring Positive Self-Beliefs

Describe two positive beliefs or attitudes about yourself by completing these statements:

I am _____

People say that I am _____

Describe two negative beliefs or attitudes about yourself by completing these statements:

I am _____

People say that I am _____

Briefly summarize how positive and negative beliefs and attitudes shape our self-perceptions, actions and overall health:

What is “Cognitive Restructuring” and why does it work? (Participants may refer back to the manual for answers)

As a Life Coach I need to know and understand:

- The power of self-perceptions on thought, beliefs and actions.
- That sometimes learning requires unlearning first.

Life Renewed Maps™ Purpose

The primary purpose of Life Renewed Maps™ is to measurably enhance quality of life.

An improved quality of life and functioning can occur in these areas:



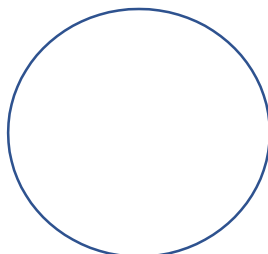
Take some time now to think about what areas in your life you pay the most attention to.

Quality of life is a perception and only you can define what quality of life means to you personally. My definition of “quality of life” is:

An improved quality of life and functioning can occur in six areas: **spiritual, physical, mental, emotional, social, and occupational**. Observing the relative importance you place on each area gives you a picture of “whole person” self- perception.

Divide this circle into six sections making sections (spiritual, physical, mental, emotional, social and occupational) you feel are the most important larger and the sections you feel are less important smaller. Label each part. *The circle in the Life Coach Workbook is much larger.*

Instructors Notes: Give participants time to complete their circle. Ask participants what they value most (Which area did they make the largest). Answering questions should be voluntary.



Life Renewed Maps™ Principles

The following principles are a guide for administering Life Renewed Maps™.

The first responder is the center of focus (not the Life Coach).

Transformational change is done one person at a time. Each person is an individual.

Change often requires support (Code Blue Community).

Change strategies are data-driven. The QOLA should be used to determine areas of need.

Achieving a goal is a process. Change does not happen over night.

Following these principles will help you, the Life Coach, successfully guide the first responder:

- **THE FIRST RESPONDER IS THE CENTER OF FOCUS, NOT THE LIFE COACH.** While it may be appropriate to share an occasional anecdote that applies to a given situation, the discussion should be primarily about the first responder and how he/she can improve their quality of life.
- **TRANSFORMATIONAL CHANGE IS DONE ONE PERSON AT A TIME.** Each person is an individual. No two people will require exactly the same time, or techniques, to resolve issues. Each first responder should be given enough time to change while still continuing to move forward.
- **CHANGE OFTEN REQUIRES SUPPORT** from your program director, or other life coaches in your community. It is perfectly acceptable to discuss issues without mentioning names in a professional discussion. However, no discussion of any participant in the program may be discussed outside the program.
- **CHANGE STRATEGIES SHOULD BE DATA-DRIVEN.** The QOLA should be used to determine areas of need.
- **ACHIEVING A GOAL IS A PROCESS;** change does not happen over night.

Instructor's Notes: *Trainer Information Only: These points are on the Life Coach test.* Read each point aloud as it appears. Ask if there are any questions.

Life Renewed Maps™ Procedures

The following procedures are used by Life Coaches to help achieve desired outcomes and goals:

Assessment: Use the assessment profile as a guide to evaluate each person's quality of life, and demonstrate progress.

Identify Causes for Low Scores: Use data from the assessment and interview process to help each participant identify specific causes for low scores.

Identifying Goals: Through discussion and coaching help the participant recognize what would need to happen to affect change.

Determine Next Steps: Help the participant identify specific next steps to achieve goals. Initially steps should be easily attainable to ensure success

Negotiate: Determine any additional support needed by the participant and help negotiate acquiring it.

Support: The Life Coach needs to support the life change process with **firm, realistic, and supportive** feedback and advocacy.

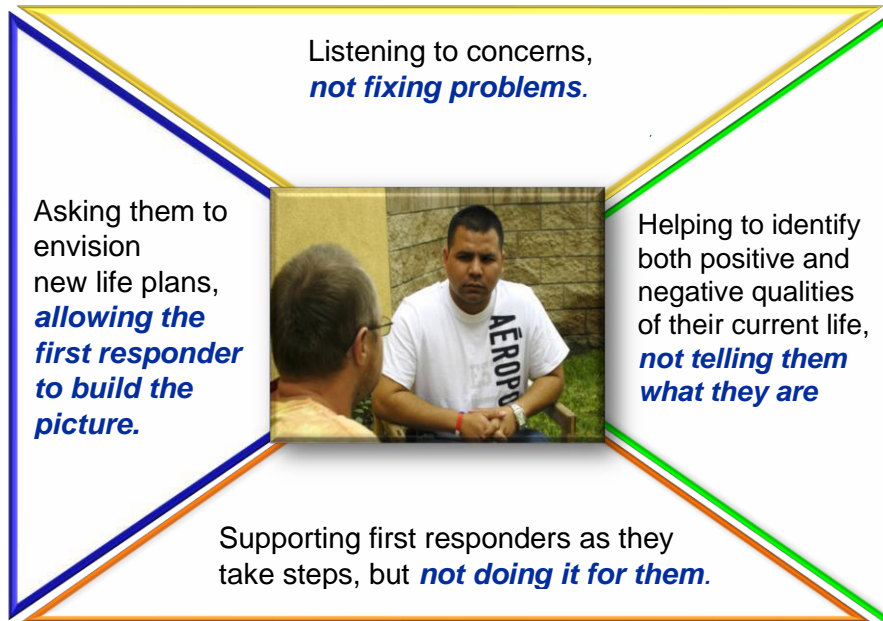
When using the MAPS™ program, you will have the best outcomes if you follow the procedures.

The procedures are simple:

- First, have the first responder take the assessment. This can be done on your laptop either before or after a meeting.
- Next, Review the results and have them begin to think about the causes for any low scores. Here, it is essential that you initially use the Life Coach Notepad to look for answers.
- After that, help the first responder set realistic goals.
- Help them identify the steps necessary to achieve the goal.
- Help them find additional and resources help if necessary.
- As changes take place, help them decide what goals/steps are working (or what might work better). Provide feedback that is realistic and supportive.

Instructor Notes: It is important to follow these steps (approximately) each time the QOLA is given. After the first test, you may not be identifying causes for low scores. If all scores are improved, then pinpoint the technique that is the source of the success. If something works well, apply it to other goals.

Attributes of a Life Coach include:



Being an effective Life Coach requires patience. Clients don't always make the best choices, or make the kind of progress you would like them to make. It is important to the learning process that you are there to support them and make suggestions when their choices don't work out.

Attributes of an effective Life Coach include:

- Asking them to envision new life plans, *allowing the first responder to build the picture.*
- Listening to concerns, *not fixing problems.*
- Encouraging them to identify both positive and negative qualities of their current life, *not telling them what they are.*
- Offering support as they take steps, but *not doing it for them.*

Instructor Notes: It is often a temptation to be too helpful. Remember that this is a growth process, and that too much help weakens the participant and makes them dependent. Give enough room for that growth to take place, even if they make mistakes sometimes.

About the Assessment

Answer each question honestly.

The assessment will take about 20-30 minutes.

No one will see the specific answers given for each question.

Modules are listed as main headings on the assessment profile.

Most of the time your first thought, or response, is the most accurate.

Your score will reflect a composite of how you function in a certain area.

Participants will have a score from each “module”, or area, that is assessed.

Taking an assessment helps you understand the questions participants are asked.

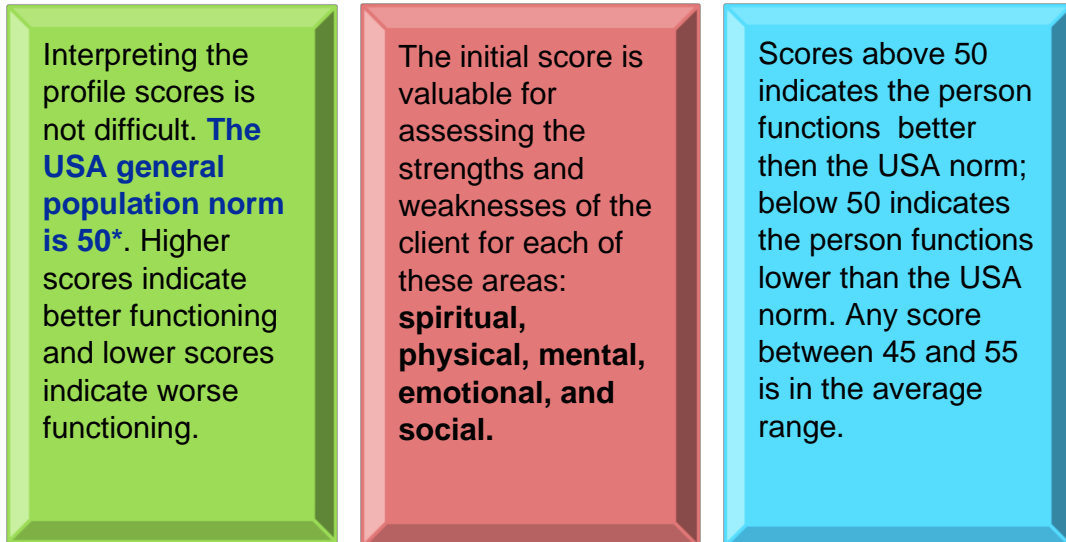


Here are some practical facts about the Quality of Life Assessment™ (QOLA):

- Honest answers bring truer results.
- It takes about 20-30 minutes to complete.
- The Modules (Physical Function, Physical Limitations , etc.) are listed as main headings on the QOLA Profile.
- Your first thought is usually the most accurate.
- Your score on each Module will reflect a composite, not the answers you give to specific questions.
- You will not know the specifically how the veteran answers each question.
- There will be a score for each Module.
- Taking the QOLA yourself will help you understand the questions that are asked.

Instructor Notes: Read these aloud, or have participants read them aloud. While these are not on the test, they do answer questions regarding the QOLA.

Interpreting Assessment Scores



*** Norms provide a comparison and are useful only when one assessment has been taken.**

Interpreting the profile scores is not difficult. Please take time to read the Profile guide at the end of this workbook. In most cases a higher score is preferable. Score between 45-55 are in the average (U.S. Norm) range, however, the “average range” should be used only on the first assessment. After that, scores need to be compared only with assessments previously taken by the same person. This way, you are measuring their progress, rather than comparing them to an average score.

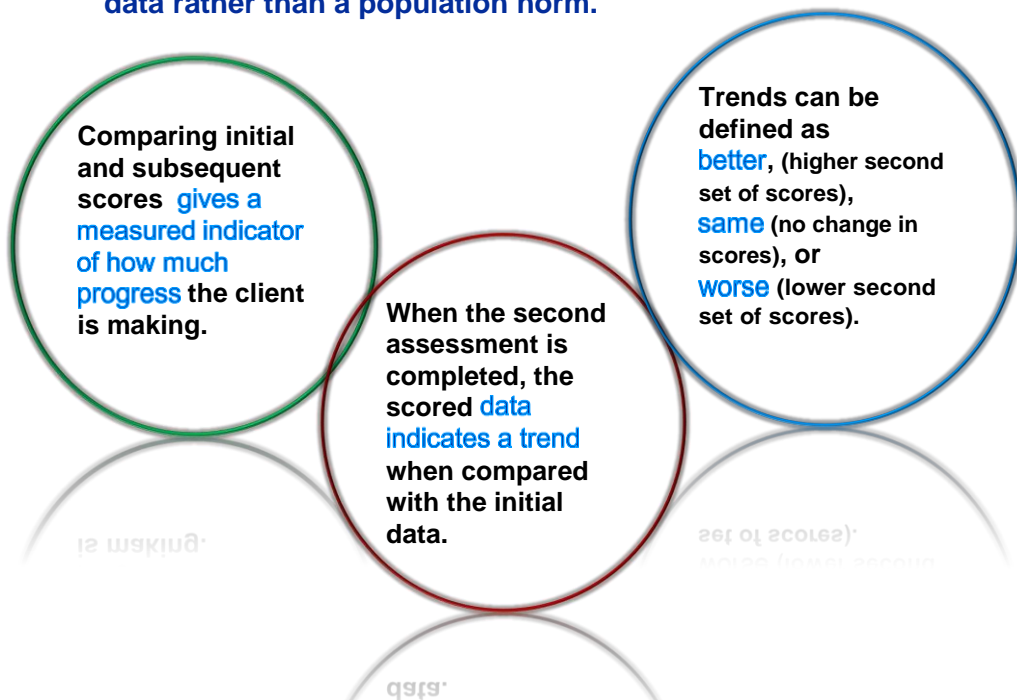
Instructor Notes:

In the next few pages you will review how to analyze the assessment results.

Please emphasize:

- **Higher scores are better except in 2 cases: The Life Experiences module and the Zung Depression Index.**
- **Any score in the 45%-55% range is average. However, if a veteran is scoring in the 44%-47% range, and feels a need to address those areas, they should be examined to see why the score is on the low side.**

It is best to compare the participant to her/his own trended data rather than a population norm.



Here are some facts to remember about interpreting the scores:

- Scores are only compared with the national average (45%-55%) on the first assessment.
- Subsequent scores are compared with the first responders own trending data
- Most of the time higher scores are better, however, on the Zung Depression Index it is better to have a low score, or no score at all.
- On the Life Experiences Module the score reflects the number of stressful life experiences, but not whether they were good or bad. Example: Having a new baby, getting married, or starting a new job are considered good things, but at the same time they can be stressful.

Instructor notes: Talk about how “good” experiences can be stressful. As coaches they may hear comments like: Everything was fine untilwe started looking for a new house ... had the new baby ... started planning our wedding ... one of us got a raise at work and we started fighting about how to spend the extra money

Sample Assessment:

Name of Module

Description of Module

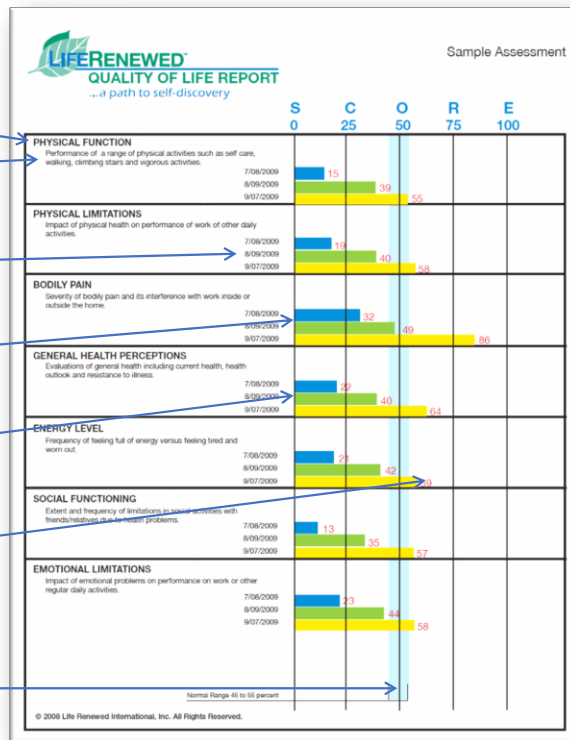
Date assessment was taken

Initial Score

Score for second assessment

Red number indicates numerical score

Vertical line indicates 45%-55% average range



Here is an example of what the QOLA Profile looks like. Please examine each part and become familiar with it. Remember, In most cases, higher scores are better. Any score between 45%-55% are average. No Zung score is best, but if one appears a score under 35% is better, and a score over 45% needs a referral to a health care professional. Again, please remember to read through and become familiar with the QOLA profile guide.

Instructor notes: It is not uncommon for scores to fall on the second assessment. Sometimes thinking about and analyzing experiences is painful; if this happens point out that it is better to be dealing with issues than covering/or ignoring them. Discussion can sometimes “open a whole new can of worms”, but in opening the door, shining light into a situation, and actively confronting issues they can be resolved.

THE ZUNG DEPRESSION INDEX

The **Zung Depression Index** measures the propensity of the client to suffer from depression.

On this part of the assessment *a higher score indicates a greater propensity for depression.*

A referral to a health professional is indicated if the scores are in the range of 45 or higher.

No Zung score on the profile means the client is probably not depressed; a score of less than 35 means only a slight propensity for depression.

Important Note:

The Zung is only an index and *does not provide a diagnosis of depression.* This can only be determined through a more detailed assessment by a trained health professional.

The Zung is only an index and does not provide a diagnosis of depression. This can only be determined through a more detailed assessment by a trained health professional.

If a first responder (or family member) registers a Zung score of over 45, they should be referred to a health care professional. While there are online services that offer counseling, like Give An Hour, it is best if the participant can meet face to face with a physician, or certified counselor, who will determine the needs of the individual.

Each Code Blue Community should develop a list of local resource people who are willing (and qualified) to help. Volunteers, while they don't attend weekly meetings unless they are themselves first responders, can be involved in many ways to help make your Code Blue Community a success.

Instructor Notes: It is *essential* that Life Coaches understand that they are not to attempt to step into the role of a professional mental health counselor. If someone needs medical attention they must be referred to a health professional: First to a medical doctor to rule out physical conditions then, if recommended by the doctor, a mental health professional.

The Initial Life Coaching Interview

After reviewing the assessment results, the Life Coach will conduct an initial personal interview to help pinpoint specific causes for low scores.

If prompted, participants may tend to agree with the Life Coach instead of honestly exploring and identifying actual causes for deficits

At this point it is important that the Life Coach ask the questions on the questionnaire without suggesting answers or prompting.

Instructor Notes:

It is important that Life coaches cover all of the questions on the Initial Life Coach Interview. If other questions come up during the interview, that o.k. During the initial interview every effort should be made to make the veteran feel comfortable about expressing themselves.

If the participant seems unable to respond, questions can be re-phrased without prompting answers.

Can be re-phrased as:

~~What body parts or systems
body systems limit your
physical activities?~~

Both questions basically ask the same thing without naming any parts of the body.

Sometimes it's hard for someone to put their thoughts or feelings into words. It's o.k. to re-phrase the questions on the Life Coach Notepad, as long as the meaning is not changed and the way the question is phrased does not prompt a certain answer.

Instructor Notes: Ask participants to rephrase these questions.

- Do you live in an urban, suburban or rural area? Possible answers might include, "Do you live in the country or in the city?"
- What are some of your favorite television programs? Might be rephrased as, "What kind of T.V. shows do you like?"
- In what sports you are currently participating? Are you actively playing any sports right now?

It is also important to note their body language and non-verbal gestures. Do they lean forward, lean back, cross their arms, look away a lot, sigh, touch their face or run their hands through their hair? Sometimes these are as important as actual words.

The initial interview should be relaxed and friendly.



Instructor Notes:

- You are building a relationship of trust. Ask participants who they trust most and why they trust them.
- You are listening *actively*. It's about the first responder, what he/she needs / thinks, where they would like life to take them, etc.
- Take notes without recording specific personal issues. Your notes are a reference to remember *what* was discussed. Example:

Date / Time

1. Talked about current health issues.
2. Talked about family relationships.

This is enough information to trigger your memory regarding the discussion. Share your notes with them and ask if they want to add anything.

During a weekly Life Coaching meeting you will:

- ✓ Greet the first responder and ask how things are going.
- ✓ Inquire about previously discussed issues.
- ✓ Ask about progress being made on previously set goals and measureable steps.
- ✓ Help the first responder decide if the steps are working, or if they need to be revised.
- ✓ Offer local resources that you know can be helpful in reaching a goal.
- ✓ Meetings to review and discuss progress on goals that have been set should take **no more than 50-60 minutes**.

Notes:

Remote Training / Individual:

The next activity provides practice using the **Life Coach Interview Notepad**.

You are provided with a sample assessment. Please use this to review the questions in the **Life Coach Interview Note Pad**. It is important to use these questions to complete your initial interview with clients. This should be done at your first meeting after reviewing the QOLA Profile.

Live Training / Small Group:

The next activity provides practice using the **Life Coach Interview Notepad**.

Use the form provided at the end of your workbook now to practice interviewing other prospective Life Coaches in this meeting. Use sample assessment as a guide to make the interview “data-driven”.

If you are completing this training remotely, you need to select a sample assessment and compare it with the questions on the Life Coach Interview Notepad.

If you are doing the training live you need to find a partner, and practice using the sample assessments to conduct an interview. Make sure to go over the assessment with your partner, then complete the Life coach Notepad questionnaire . This kind of practice will help you feel more comfortable during a real interview. While you are doing the interview, if you have any questions about how something should be done, make sure to ask your trainer.

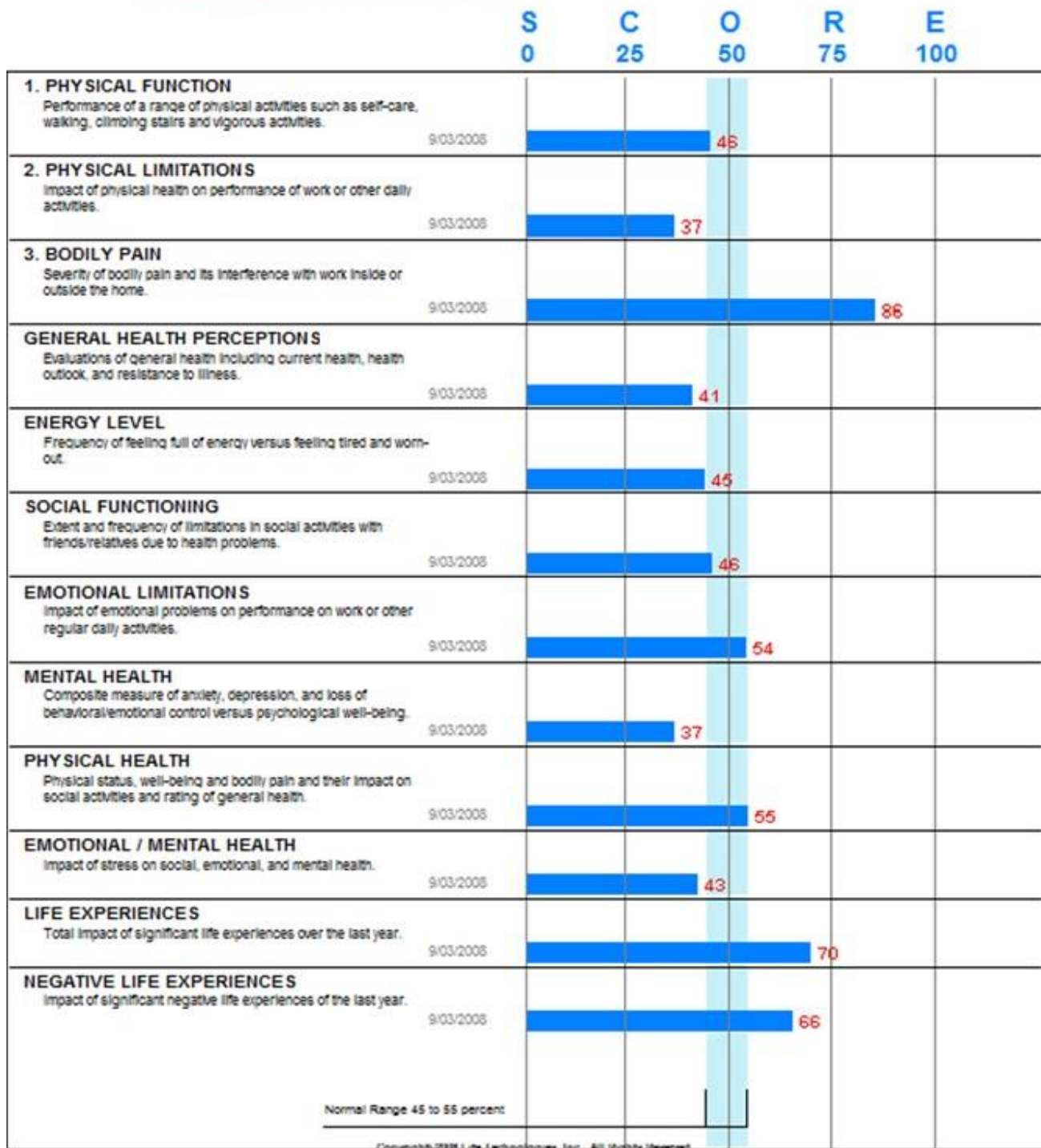
It is important to use these questions at your first meeting with your client, after you review the clients QOLA Profile. These questions will give you further insight into the client’s needs. While taking the QOLA, the first responder/family member did not have to deal with the dynamics of an interview process, so may be difficult for your client to answer these questions. *Clients have the option not to answer a question. Should that happen move on to the next question.*

Profile Sample

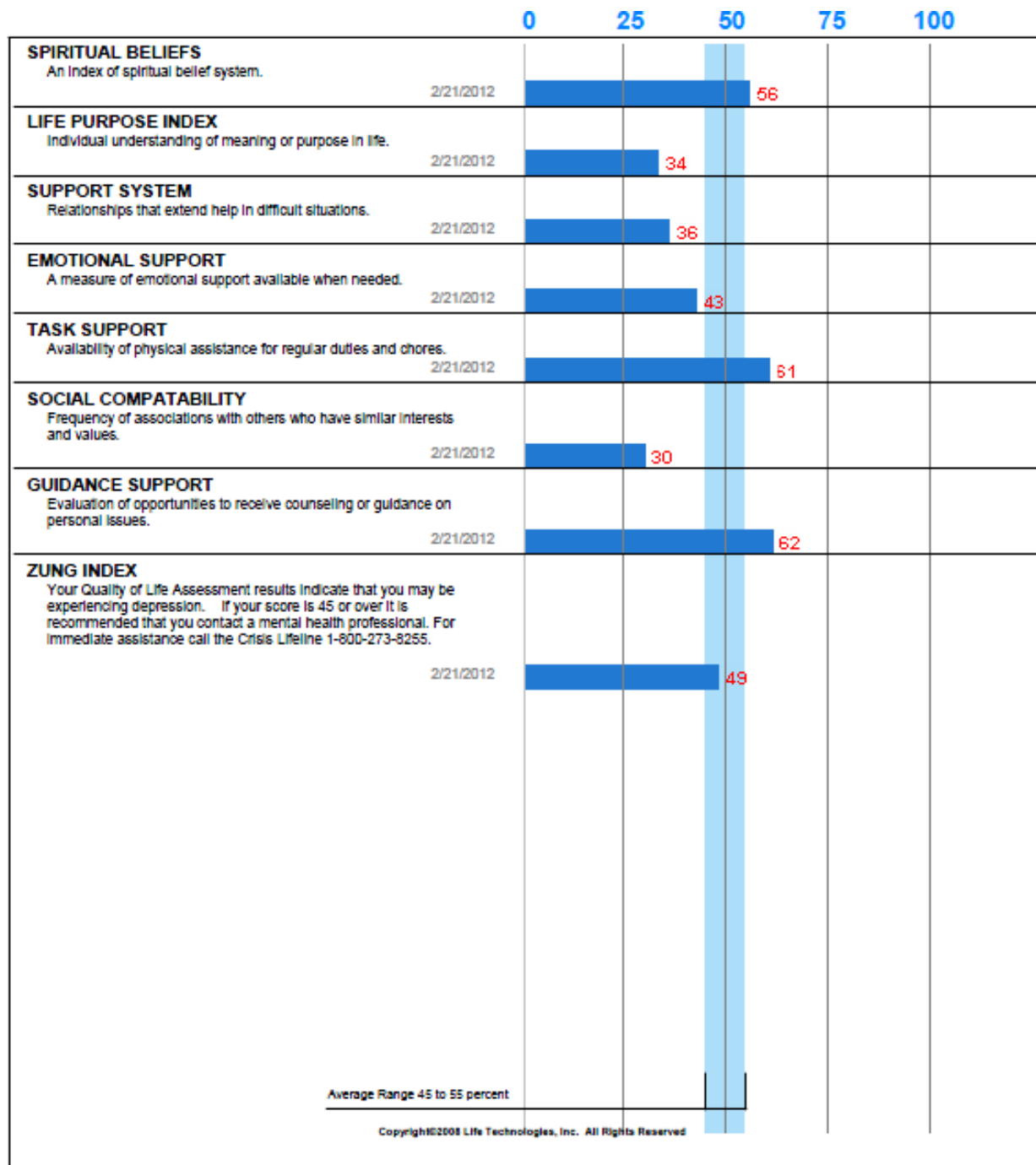


QUALITY OF LIFE PROFILE

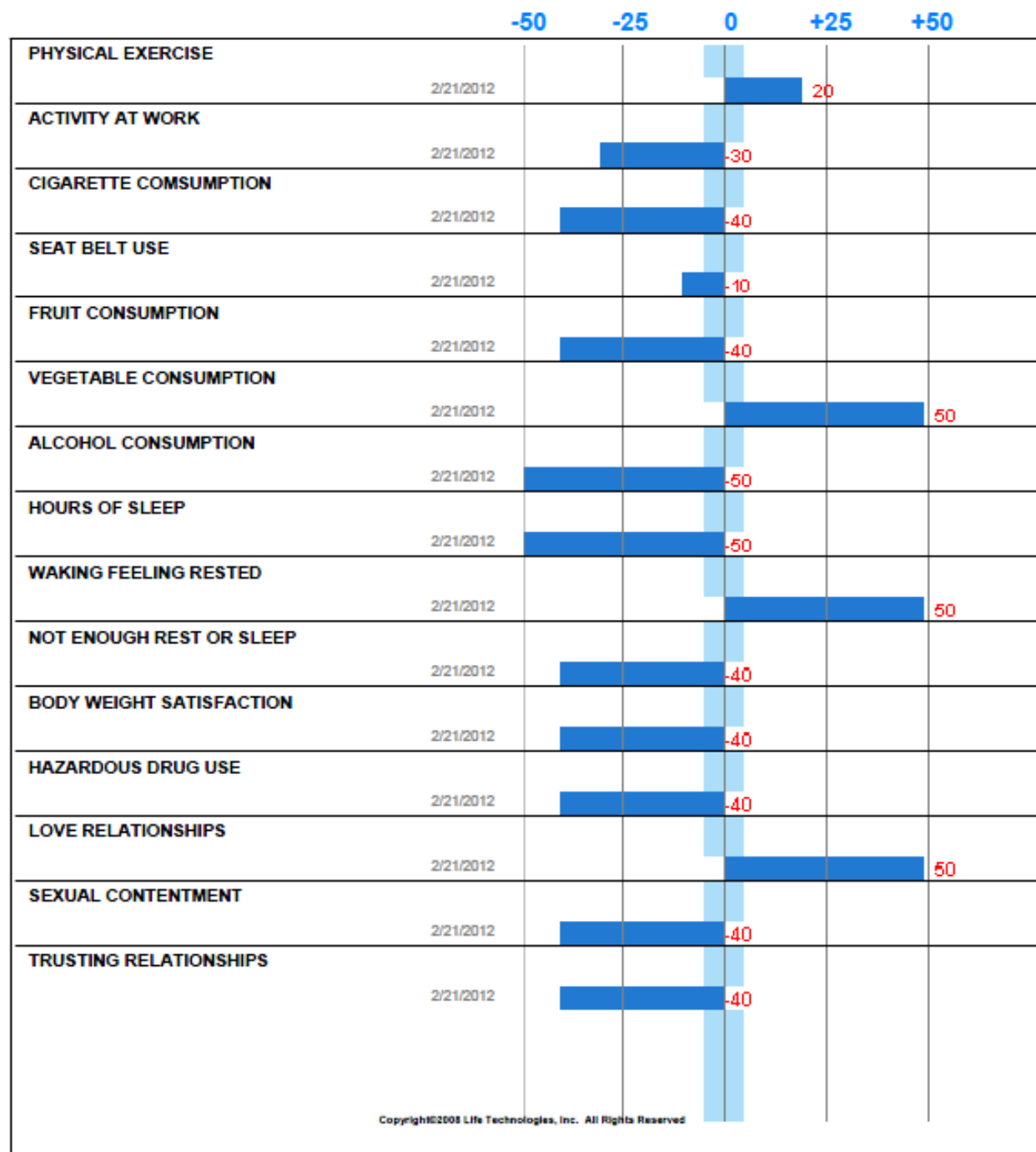
Test Assessment



Sample Profile (cont.)



Sample Profile (cont.)



Life Coach Interview Notebook

50+ If the participant has scored above 50,
ask the 50+ questions (gray)

-50 If the participant has scored below 50,
ask the -50 questions

Ask Participant:

“Do you have any questions before we begin?” -

Physical Function – physical activity such as
walking, climbing stairs, etc.

50+ “Do you have any physical problems that you
feel are limiting your activities?”

-50 “What body symptoms are limiting your
physical activities? “

Physical Limitations – Impact performance on work or daily activities.

50+ Do you have any physical problems that are restricting your work or daily activities?

-50 What body symptoms have been limiting your work and daily activities?

Bodily Pain –(+50 Skip) Severity of bodily pain and its interference with work

-50 What has been hurting the most?

-50 Anything else?

PHYSICAL FUNCTION

Performance of a range of physical activities such as self-care, walking, climbing stairs and vigorous activities.

PHYSICAL LIMITATIONS

Impact of physical health on performance of work or other daily activities.

BODILY PAIN

Severity of bodily pain and its interference with work inside or outside the home.

GENERAL HEALTH PERCEPTIONS

Evaluations of general health including current health, health outlook, and resistance to illness.

Notes

Physical Function

Physical Limitations

Bodily Pain

Energy Level – Frequency of feeling full of energy vs. feeling tired or worn out. 50+Are you having any problems with feeling tired before the end of the day?

-50 At what time of the day do you begin to feel too tired to continue daily activities?

-50 What would need to happen for your energy level to get to 100% of what it could be?

ENERGY LEVEL

Frequency of feeling full of energy versus feeling tired and worn-out.

SOCIAL FUNCTIONING

Extent and frequency of limitations in social activities with friends/relatives due to health problems.

EMOTIONAL LIMITATIONS

Impact of emotional problems on performance on work or other regular daily activities.

Social Functioning – Extent and frequency of limitation in friends/relatives due to health problems.

50+Do you ever feel that your health prevents you from socializing with friends or relatives? If so, how often?

-50 How often does your health limit your social activities with friends and family?

Emotional Limitations – Impact of emotional problems on performance of work or other daily activities

50+Do your feelings ever limit work or daily social activities? If so, how? (If yes – read -50)

-50 Can you name the feelings (anger, fear, etc.) that have been limiting your work or daily activities over the past 4 weeks?

*Hint: If the person names a situation or body symptom ask, “**When that [situation or body symptom] occurs, what are your feelings?**” If no feelings can be named, put “feelings without words”. When these feelings come up in your daily life, if you could take the feelings, put them aside, then choose other feelings that you would rather carry with you throughout the day, what would those feelings be?*

Notes:

Energy Level

Social Functioning

Emotional Limitations

1. _____
2. _____
3. _____

Feelings without words Yes / No

1. _____
2. _____
3. _____

Mental Health – Composite measure of anxiety, depression, and loss of behavioral/emotional control versus feeling of well-being.

50+ Does anything in particular worry you?
If so, describe your concerns.

-50 What worries you the most? (Family, Economic, Social, Vocational, Health)

-50 Do you ever respond to your worries with crying that you can't seem to stop, or with anger that results in hurting yourself, or someone else, or by breaking something? If so, what triggers this reaction?

MENTAL HEALTH

Composite measure of anxiety, depression, and loss of behavioral/emotional control versus psychological well-being.

PHYSICAL HEALTH

Physical status, well-being and bodily pain and their impact on social activities and rating of general health.

EMOTIONAL / MENTAL HEALTH

Impact of stress on social, emotional, and mental health.

LIFE EXPERIENCES

Indicates the total number of both positive and negative stress-producing life experiences. On this dimension, a higher score indicates a greater number of stressful life experiences, but not whether the experiences are good or bad.

STRESS INDEX

Impact of stress on social, emotional, mental, and physical health.

Stress Impact – Emotional status and its impact on social activities. -50 / 50+ What is causing you the most stress? (Family, Economic, Social, Vocational, Health)

-50 / 50+ What would need to happen for you to feel at peace about that in the coming week?

Life Skills / Summarizing Questions

-50 / 50+ What would need to you to be more satisfied and confident about your future? happen in your life for

-50 / 50+ What would need to happen for you to say that your health as a whole person is excellent?

Notes:

Mental Health

Stress Index

Life Skills / Summarizing Questions

SPIRITUAL BELIEFS An index of spiritual belief system.
LIFE PURPOSE INDEX Individual understanding of meaning or purpose in life.
SUPPORT SYSTEM Relationships that extend help in difficult situations.
EMOTIONAL SUPPORT A measure of emotional support available when needed.
TASK SUPPORT Availability of physical assistance for regular duties and chores.
SOCIAL COMPATABILITY Frequency of associations with others who have similar interests and values.
GUIDANCE SUPPORT Evaluation of opportunities to receive counseling or guidance on personal issues.
ZUNG INDEX

Notes: Allow for discussion (Read for both + and -)

Do you feel like you have a relationship with God?
_____ Is such a relationship important to you?

What gives your life purpose/meaning?

Do you receive support when you need it?

How often do you socialize with family and friends?

Who do you talk with about finances, marriage, kids, work, etc.?

Zung: ____no / ____yes____score

Are personal health habits, such as diet, exercise, rest, or alcohol consumption, having a positive or negative effect on your quality of life?
Are there any you should change?

A word about confidentiality ...

It is absolutely essential to keep information about participants confidential.

Revealing information shared during coaching sessions is unacceptable. All life coaches will be required to sign a confidentiality agreement. There are only two circumstances in which information should be shared:

- If a participant is suicidal.
- If a participant has threatened to harm another person.

If this occurs, a chain of command should be followed, and a program administrator should be notified.

**** If the threat is immediate, take necessary action to avoid loss of life.***

Take some time now to discuss your thoughts about the importance of confidentiality and about why you should follow the chain of command to notify program administrators.

Have you ever had a confidence betrayed? Take a moment to think about that experience and how you felt. Confidentiality is essential, and the consequences for breaking confidence are often far-reaching. Not only are individuals hurt, but often entire families.

Instructor Notes: The importance of confidentiality can not be over-stated; it is the only way to build trust. However, there may be times when, for purpose of protection, a life coach must speak up.

- **Suicide** – If someone has mentioned suicide, it should be reported to the Program Director. Sometimes people will think about , or talk about suicide as a cry for help – ***Make sure they get help.*** Individuals who are contemplating suicide need professional help. If the threat of suicide is immediate, it is best to call for help immediately.
- **Homicide** – Again, if someone says, “I was so made I felt like killing them.” they may or may not carry out the threat, but the Program Director must be notified so the individual can be referred to a professional counselor. If the threat is immediate, especially if the individual is armed, call for help immediately to handle the situation.

Both threats must be taken seriously, but if the threat is not immediate referral to a health care professional, with follow up, is preferable.
IMMEDIATE THREATS REQUIRE IMMEDIATE ATTENTION.

Congratulations!

You have now completed the
Code Blue
Life Coach Training Program.





RENEWED™
MAPS PROGRAM
CHANGING THE WAY PEOPLE ARE HELPED

Operation Not Forgotten is a program of Life Renewed, a non-profit, 501(c)(3) organization. Under the umbrella of Operation Not Forgotten, we are implementing Code Blue Community.

We are Changing the Way People are Helped.

The Life Renewed™ Code Blue™ Program and the results of its computer-generated Quality of Life Assessment™ software analyses are not substitutes for professional clinical or medical advice, diagnosis, or treatment. Participants in the program and those reviewing the results associated with it therefore should always consult with a doctor or other health care professional for medical advice or information about diagnosis and treatment. Neither Life Renewed™ nor any other party involved in creating, producing, or delivering the Code Blue™ program shall be liable for any damages, including without limitation, direct, incidental, consequential, indirect, or punitive damages, arising out of failure to consult health care professionals.



Life Renewed Quality of Assessment Tutorial

Coach - Client



Life Renewed International © 2018

Instructor's Notes:

The next slides are the QOLA (Quality of Life Assessment) Software Tutorial for the Client and Life Coach. Please review these slices with the Life Coach trainees.

Also included is the QOLA Software Tutorial for the Program Director. It is not necessary to go over this with Life Coaches.

Life Renewed Quality of Assessment Tutorial Client / Coach

Double Click on the Client-Coach / LR-QOLA Icon on your desktop.



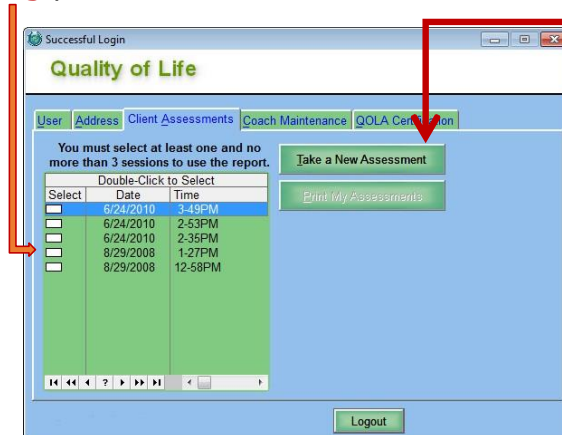
Type in your **Program Number**, **User Logon**, and your **User Password**

A screenshot of a Windows-style application window titled "Coach and Client". The window has a light blue background. At the top, there's a green header bar with the text "Quality of Life" in a stylized font. Below the header, there are three input fields: "Program Number:" (containing the number "0"), "User Logon:", and "User Password:". To the right of these fields is a red bracket and a red arrow pointing to the "Program Number" field. Below the input fields, there is a small text prompt: "Please enter your user password user logon and then press Login." At the bottom right, there are two green buttons: "Login" and "Cancel".

Notes:

To take an assessment, click on the green button that says **"Take an Assessment"**.

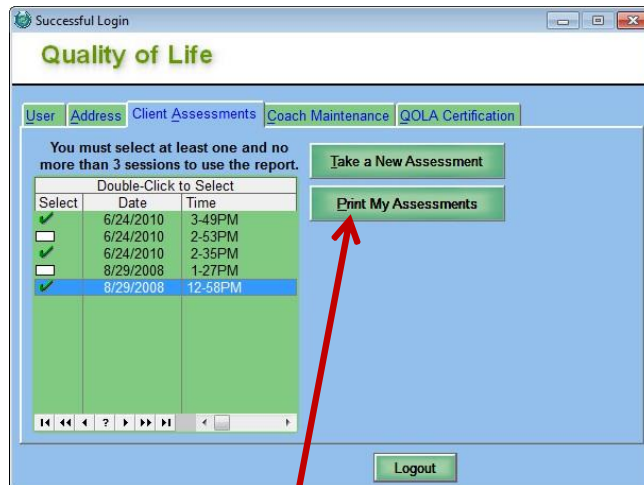
When you are finished, you can print an assessment profile by **Selecting** (double click white box next to selected assessment).



To view or print an assessment profile, you must select at least one, but no more than three assessments. Selecting more than one will allow you to compare current assessment with previous ones.

Notes:

To Print an Assessment Profile:

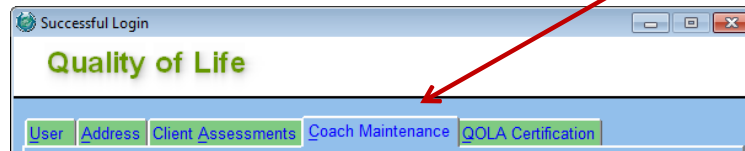


Click on the **"Print My Assessment"** button.
It will take a minute or two for the Assessment Profile to appear.
You will have the option to view the results before printing.

Notes:

For Life Coaches ...

Coaches may check their client list by clicking the "**Coach Maintenance**" tab. This tab provides a list of the clients assigned to each coach.



Notes:



Life Renewed Quality of Life Profile Guide

You r QOLA will take you on a journey of simple, scientific self-disccovery. It's free and totally confidential. Our comprehensive assessment covers a wide variety of dimensions from everyday life to the most traumatic experiences.

The Quality Of Life Assessment (QOLA) provides an accurate Profile that includes these dimensions:

<u>Physical</u> <i>Measure of how physical ability impacts your QOL (Quality of Life)</i>	<u>Emotional/ Mental</u> <i>Measure of how your thoughts and feelings impact your QOL</i>	<u>Life Experiences</u> <i>Measure of how stress impacts your QOL</i>	<u>Belief System</u> <i>Measure of how your beliefs impact your QOL</i>	<u>Support Systems</u> <i>Measure of how your support networks impact your QOL</i>	<u>Health Behaviors</u> <i>Measure of how daily health habits impact your QOL</i>
1. Physical functioning 2. Physical Limitations 3. Bodily Pain 4. Health perceptions 5. Energy Level 9. Composite Physical Health	6. Social functioning 7. Emotional Health 8. Mental Health 10. Composite Mental/Emotional Health	11. Life Experiences Index 12. Stress Index	13. Spiritual Beliefs 14. Life Purpose Index	15. Support Systems 16. Emotional Support 17. Task Support 18. Social Support 19. Guidance Support	Exercise, Body Weight Satisfaction Rest, Activity at Work, Sleep Love / Trust Relationships, Sexual Contentment Diet ; Fruit & Veg. Consumption Cigarette, Alcohol or Drug Consumption Seat Belt Use

If you are concerned about your health, please seek help and support of a trained medical professional immediately. The QOLA and the results of its computer generated analyses are not a substitute for professional medical advice, diagnosis or treatment. Please consult with a doctor or other health care professional for information about diagnosis or treatment.



"Quality of life has a number of dimensions including mental and physical health, social interactions, spirituality, and stress. Many instruments have been developed to assess these dimensions, but we know of no other assessment, aside from the Life Renewed™ Quality of Life Assessment™ instrument that combines all these dynamics in one profile."

Dr. Harry Weitzler, M.D., M.S.P.H., Air Force Colonel Retired

Interpreting Your Personal Profile

- Your QOLA Profile Guide will explain how to evaluate your results, and give you helpful suggestions to enhance your quality of life.
- Your Quality of Life Assessment Profile is completely individualized. The Quality of Life Assessment measures real time functioning in multiple dimensions, so you will not fall into a particular category. Your assessment results are personalized and tell specifically how you are functioning.
- In most instances higher scores indicate better functioning and lower scores indicate an area where you might be facing a challenge. The USA general population norm is 50 percent. Therefore, except for the Zung index, any score above 50 indicates a person functions better than the USA norm and scores below 50 indicates the person functions lower than the USA norm. Any score between 45 and 55 is in the average range. *[The average range is indicated on the Assessment Profile by the blue bar in the middle.]*
- On the Life Experiences Dimension, the score indicates the total number of both positive and negative stress-producing life experiences. On this dimension, a higher score indicates a greater number of stressful life **experiences, but not whether the experiences are positive or negative.** Positive stressors may include experiences such as changing jobs, getting married, moving into a new house, or having a new baby. While these are generally considered happy experiences, they often cause stressed life perceptions.
- On the last page of the assessment you will find an evaluation of your current Health Behaviors. *This section is not scored the same as other sections of the assessment.* On the Health Behaviors you can score in the positive or negative range. This determines what challenges you might be facing. Any score on the negative side is an area where you may want to consider steps you may take to achieve a higher quality of healthy living in that area. **Example:** If you are a heavy smoker, you will score in the negative range for smoking. Steps should be taken to correct this health behavior in order for you to attain optimal health. •



The Zung Depression Index

- The one exception is the Zung Depression Index. If you do not exhibit a propensity for depression, there will be no score on the Zung Depression Index. This is a standard depression tool which provides an index useful for determining the impact of life's stresses. The index is used along with other data to determine the potential for depression. ***As opposed to other dimensions, on this part of the assessment a higher score indicates a greater propensity for depression, therefore, a lower score, or no score shown on this dimension is preferable. If you show no propensity for depression, a lung Score will not appear on your Profile Report. A referral to a health professional is indicated if the score is in the range of 45 or higher.***

The Zung is only an index and does not provide a diagnosis of depression. This can only be determined by a qualified health professional.

The Quality of Life Profile Dimensions

There are nine teen quality of life dimensions and fifteen health behaviors assessed by the Quality of Life Assessment. Each dimension provides a personal, real-time evaluation of how you are functioning in that area. **Your Profile Report is completely individualized, so you will not fall into a particular category, or receive a label for aptitudes, skills, or personality traits that describe all individuals in a certain category.** This is specific ally about you. No two people receive the same report. The following guide explains how to view your personal analysis found on your Profile Report. You may wish to use this guide as you examine each of your *scores* to gain a clearer picture of your quality of life and challenges that you might face. It is recommended that you use this guide for interpretation as you review your Assessment Profile.

Later, you will be able to use your Assessment Profile as a blueprint to improve your quality of life. If you find you are facing a challenge in a certain area, ask yourself, "What actions do I need to take in order to make this dimension of my life as good as it could be?" Being **pro-active** and taking control of your life requires honesty and courage. You can achieve a better *quality of life*.



1. PHYSICAL FUNCTION: This dimension tells how you perform in a range of physical activities that include self-care, walking, climbing stairs, or other more vigorous activities. An average score is between 45 and 55. If you are above 55, then you are capable of vigorous activities. If you fall below 45, you need to assess why you are having difficulty with physical tasks such as walking, climbing, or self-care. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.

2. PHYSICAL LIMITATIONS: This dimension illustrates the impact your physical functioning is having on your performance at work, or on daily activities. The average range is between 45 and 55. If you score above 55, then you are well able to handle the physical demands associated with your work, or daily life. If you score below 45, you may be having difficulty meeting physical demands at work, or in your day to day activities. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.

3. BODILY PAIN: This dimension demonstrates the effect/interference of bodily pain on work or activities inside or outside of the home. An average score is between 45 and 55. If you are above 55 you are probably experiencing little or no regular bodily pain, and there is no interference with work or activities. If your score is below 45, then your work or other activities may be affected by bodily pain. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.

4. GENERAL HEALTH PERCEPTIONS: This dimension deals with how you view your general health, your outlook, and your resistance to illnesses. An average score is between 45 and 55. If you score above 55, you probably have a positive outlook about your health. This may make you more resistant to illnesses. A score under 45 indicates that you may have concerns about your general health, and your resistance to illnesses.

*I'm learning a lot
about myself and
how I can become
self-sufficient.*



5. ENERGY LEVEL: This dimension gives you information about how much energy you have to carry out your daily routine. An average score is between 45 and 55. If you score above 55, then it can generally be stated that you are not experiencing any difficulties in this area. If your score is below 45, then you may be experiencing challenges with frequent fatigue. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.

6. SOCIAL FUNCTIONING: The extent and frequency that health concerns interfere with social activities with friends, or relationships, is specified in this dimension. An average score is between 45 and 55. If you score above 55, your health probably is not affecting your social activities or relationships. A score under 45 may indicate that your social activities and relationships may be affected by health concerns. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.

7. EMOTIONAL LIMITATIONS: This dimension indicates the impact of emotional concerns on your performance at work or during other regular activities. An average score is between 45 and 55. If you score above 55, your emotions are probably not affecting your social activities or relationships in a negative way. A score under 45 may indicate that your social activities and relationships may be affected by your emotions. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.

8. MENTAL HEALTH: This is a composite measure of anxiety, possible depression, and loss of behavioral/emotional control as opposed to psychological well-being. An average score is between 45 and 55. If you score above 55, your behavior is probably not being affected by symptoms of anxiety, depression, or loss of control. A score under 45 may indicate that your behavior/relationships may be affected by symptoms of anxiety, depression, or loss of control. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.



9. PHYSICAL HEALTH: This is a composite rating of the effect of physical status, feelings of well-being and bodily pain and their impact on social activities. An average score is between 45 and 55. Scores over 55 indicate generally excellent health, while scores below 45 may indicate you are facing some physical challenges. The steps you need to take to improve may require a change in habits, or a visit to a health care professional. Checking the health behavior section of your profile will help you determine which habits you may need change. You may need to begin with a physical from a health care professional to help determine your directions for improvement.

10. EMOTIONAL/MENTAL HEALTH: The emotional/mental health dimension is a composite of the impact of stress on social, emotional, and mental health. An average score is between 45 and 55. Scores over 55 indicate generally excellent emotional/mental health, while scores below 45 may indicate you are facing some challenges. The steps you need to take to improve may require a change in habits, or a visit to a health care professional.

11. LIFE EXPERIENCES: The Life Experiences Dimension indicates the number of stressful life experiences you have had in the past year, but not whether they were positive, or negative. On this dimension, a higher score indicates a greater number of stress-producing experiences, while a lower score indicates a lower number of stress-producing experiences. **The refore, on this dimension a lower score is preferable.** Examples of positive situations that produce stress might include getting married, moving into a new house, having a baby, or starting a new job. Think about both positive and negative experiences you have had over the past year and the frequency of each.

My family and co-workers have noticed the change in my attitude.
- W. > / i...



12. STRESS INDEX: The Stress Index measures the impact of stress on your social, emotional, mental, and physical health. As discussed in the Life Experiences Dimension above, stress can come from both positive and negative sources; however, whether the source is positive or negative, stress can be detrimental to your mental, emotional, and physical health, and can affect the way you respond to various social situations. *On this dimension, a higher score indicates a greater number of stressful experiences, while a lower score indicates fewer stressful experiences. Therefore, on this dimension a lower score is preferable.*

13. SPIRITUAL BELIEFS: The Spiritual Beliefs Dimension is an index of your spiritual belief system. It does not encourage or favor any belief system, but offers an index of how important spiritual beliefs are in your life. On this dimension, a higher score indicates you are more spiritually-oriented, while a lower score indicates you place less value on spirituality.

14. LIFE PURPOSE INDEX: The Life Purpose Index reflects your individual understanding of the meaning or purpose of life. Again, it does not encourage or favor any belief system, but establishes your own personal feelings and beliefs about how meaningful and fulfilling you find your life. A higher score indicates a feeling of greater meaning and fulfillment, while a lower score indicates fewer feelings of purpose in your life. If your score is below 45, spend some time reflecting, honestly evaluating your present situation, and planning for your future.

15. SUPPORT SYSTEM: Who do you call when you need help with something? Everyone needs a support system for difficult situations or emergencies. This dimension provides you with information about the effectiveness of your support system. If your score is in the average range (45-55) or above, then you have probably planned for emergencies and have trusted relationships that can step in during a crisis. If your score is below 45, then you need to make a personal emergency plan. Write down whom to call. Talk with family and friends and make arrangements ahead of time.

I am so much more focused on the really important things in life.



16. EMOTIONAL SUPPORT Who do you call when you just need someone to talk to? Everyone needs a trusted confidant. It may be someone close-by that you know well, or someone you communicate with at a distance. It's always better to "talk about it" before things build up. If you score 45 or above on the Emotional Support Dimension then you are probably already communicating effectively. If you score below 45, it is important that you begin sharing your feelings with a trusted friend, confidant, or counselor. Everyone needs to vent sometimes - it's healthier than holding things in.

17. TASK SUPPORT Have you ever said, "I can't do everything by myself!" If you have, you were right. Super Heroes don't really exist. Who do you count on for help with tasks or chores ... when you're sick ... or have to go out of town ... when you have a home maintenance project? It is good to help others when they need it, and it is good for others to pitch in and help you. If you scored 45 or above, you are handling your task support well. If you score below 45, try making yourself available to others who need a hand. Then when you need support, you will have less trouble finding someone to pitch in.

18. SOCIAL COMPATIBILITY We all enjoy spending time with family, friends or associates who have similar interests and values. It helps us to clarify our values, and broaden the scope of our interests. It's pleasant, refreshing, and relaxing. People need people. If you scored 45 or above, then you probably have hobbies, and interests that you share with others. If you scored below 45, then you need to decide what interests you, and take steps to spend time with others who have like interests and hobbies.

19. GUIDANCE SUPPORT Sometimes it's good to get a second opinion. Asking someone who is more knowledgeable or experienced can help you make good decisions. If you don't already have someone who can guide you on personal issues (finances, relationships, parenting, career decisions), it is important to find a good advisor. If you scored 45 or above, you probably have people in your life with whom you can discuss personal issues. If your score is below 45, look around and notice who seems to be in the place where you would like to see yourself. Ask the mwhat they did to get where they are; get their advice. If necessary, get the advice of a professional counselor.



20. HEALTH BEHAVIORS

The next section of your profile will help you understand the significance various health behaviors are having on your feelings of well-being and quality of life. In this section you can score in the positive or negative range. Scores in the positive range indicate factors that are contributing to your good health. The higher the score, the better you are doing in that area. Scores in the negative range specify areas that may be causing health issues. These are things that you may want to consider to bring control of and changing.

We trust your QOLA Profile has been helpful for you to have a better understanding of your quality of life . Please continue to take the suggested steps to improve your QOL. We encourage you to take the assessment again in three months to check your progress and success.

