Crown Budget Coach Manual

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About This Manual

Purpose of this manual

This manual is designed to be used as a reference for Budget Coaches who have been trained by Crown Financial Ministries.

This manual assumes you and your clients will use the Crown online Learning Management System (LMS) and will conduct your meeting through a video conferencing platform. If you are able to meet in person for some or all of your meetings, please feel free to do so.

Organization and use of this manual

This manual is organized chronologically – from assignment of a client to completing the coaching program.

Typically, you will have seven meetings:

- One introductory meeting
- One meeting to review work from "Getting Started"
- Five meetings to review work from Sessions 1-5 (Session 6 has no work to review.)

This manual outlines what should normally be covered in each of these seven meetings. However, since all clients are unique, you as the coach have freedom to determine how rapidly progress is made through the content and what will be covered in each meeting.

The Appendix contains a sample communication template you may use, but you are not required to follow the exact content of this template. Make your communication personal while communicating all the necessary information.

It is our prayer that this manual and coaching experience will be a blessing to all those who participate.

All Bible study questions, notes pages, and budgeting forms can be found in the LMS. The MoneyLife Indicator (MLI) assessment and the Personality ID (PID) survey are on the crown.org website, and are linked from within the LMS. Both are free of charge.

Assignment of Budget Coaching Clients

When someone signs up for Budget Coaching, the client will receive a welcome call from one of the Coaching Team Leaders to discuss:

- participation of the client's spouse (if applicable)
- the client's expectations
- coach preference – male/female, time zone, etc.
- awareness of requirements such as video conferencing, number of sessions and time frames

Crown will then assign a coach, rotating through the list of available coaches who are actively taking clients.

> *Note, when clients register, they also have the option to type a name in a Coach Referral field.* ***If there is someone you know who wants <u>you</u> to be their coach, please make sure they put your name in this field.***

When you are assigned a client…

1. You will receive an email from Crown HQ with contact details of your new client.
2. Confirm your acceptance of the client.
3. Contact the client by phone or email within 24 hours (if at all possible)
4. **If you are *unable* to serve this client**, notify HQ and your Coaching Team Leader immediately so they can move to the next coach. (Please help us avoid these situations by completing the BC Management

Smartsheet with your name in both the coach and client fields, and choosing "Paused" anytime you need to be put on pause. See below.)

5. In this first phone call or email to your client, set a time for your Introductory Meeting. See the Appendix for an email template.

6. Enter the client information and the date for the Introductory Call in the Coaching Client Tracker Google Sheet, supplied by your Coaching Team Leader. (Note: Not all coaches choose to use this. Please discuss this with your Team Leader.)

7. After the Introductory Meeting, send the Commitment to Coaching form (signed by you) to your client. Ask them to sign and send it back to you.

8. When you receive the signed Commitment to Coaching form, add your new client details into the BC Management Smartsheet and upload the signed form. Mark the "status" field as "Getting Started".

   After you've done this, Crown headquarters will be notified that the Getting Started meeting has been scheduled. Crown headquarters will then create the client course in the LMS and will email you the client login details.

9. Email the LMS login information to your client.

10. Update your Coaching Client Tracker each time a meeting is scheduled or re-scheduled, and at least every 3 weeks. (Consider a calendar reminder.)

When your contact with the client ends…

Submit the BC Management Smartsheet with any Client status change and notify your Coaching Team Leader.

- If the client disengages, and you are unable to get a response after 5 touchpoints at any stage of the course, complete it and mark “Paused”.

- If the client notifies you that they cannot continue at this time or chooses to stop all together, complete it and mark “Paused”.

- If the client completes the 6-week online coaching course, complete it and mark “Finished”. Please motivate your client to write a one-paragraph testimony in the space provided in Lesson 6.

If you need to be put on hold from receiving clients…

Simply complete the BC Management Smartsheet. In the notes section, please give an idea of how long you think you will be on hold. We recommend you set a reminder on your calendar toward the end of your hold time to update HQ and your Team Leader on the status of your availability.

When you are ready to receive clients again…

Simply complete the BC Management Smartsheet and choose “Re-activate”.

If you have no active clients…

Please complete the BC Management Smartsheet with a “Paused” status so that Crown does not have to pay for inactive courses. When you are ready to take on new clients, simply follow the step outlined above.

First Meeting – Introductory Meeting

(1 hour)

The purpose of this meeting is to begin to build a relationship of trust and transparency, to demonstrate the Crown LMS platform, and to review homework to be completed before the “Getting Started” call. It should be conducted either by a video call or in person.

To build rapport, you can start by asking some simple questions:

- How did you learn about Crown Budget Coaching?
- What is your story?

  We suggest sharing your story first, followed by theirs. Use the "FOR" acronym as a guide:

  ***F**amily*

  ***O**ccupation*

  ***R**eligious background*

- What are your goals/hopes for budget coaching?
- Are you looking for immediate help for a specific issue, or are you seeking a long-term approach to managing your finances?

After you have spent some time getting to know them, follow the steps outlined below:

1. Open with prayer.

2. Share your screen showing the Crown LMS.

3. Demonstrate how to fill out basic information in their profile.

4. Demonstrate how to access the Course and Lessons.

5. Demonstrate how to use the "Save Progress", "Mark Complete" and "Next" buttons. (Use the Student View for this).

6. Go back to the "Lessons" page and click on the cog wheel next to the "Getting Started" module. (This enables you to walk through each of the sections, reviewing what they need to do before the next meeting, without having to manually "Mark Complete" to move to the next section.)

7. Review the Personal Information and the Commitment to Coaching document. Confirm with the client that

they will be able to complete 6 additional meetings and the homework within a 3-month period. (This is a guideline. We will not kick them off the system if they are not completed in that time and are actively using it.)

8. Explain that the MoneyLife Indicator (MLI) measures how their beliefs and behaviors around finances line up biblically. Knowing this will be essential to improving the client's financial health.

9. Explain that the Personality ID (PID) helps discover their natural personality profile, their key stress indicators, their strengths and weaknesses, and how they relate to others. This will help the client understand why some financial principles are more challenging for them than others, and how they can improve their relationships with others in this area.

10. Show them the Money Map (found in the section with the PDF forms).

11. Assign homework for the next meeting:

    - Complete and return the Commitment to Coaching form.

    - Complete all sections and watch both videos in the "Getting Started" module.

    - Complete the MLI assessment(s) and upload the MLI score summary sheet to "My Doc Vault."

    - Complete the PID survey and upload the report(s) to "My Doc Vault".

    - Download and review the Money Map.

    - Download and review the financial forms.

12. Set the next appointment time. This should be 1 or 2

weeks from the introductory meeting, depending on how much time the client needs.

13. Ask the client to complete the homework at least one day before the meeting to give you time to review.

14. Close in prayer.

Second Meeting – Review of Getting Started *(1-1.5 hours)*

1. Open in prayer.

2. Share your screen showing the Crown LMS to review homework from the previous session.

3. Discuss the client's responses to the "Assignment: Personal Information and Commitment to Coaching".

4. Discuss the score summary from the MLI assessment(s).

5. Discuss the PID survey report.

6. Discuss the financial forms.

    - Explain the "Comprehensive Financial Form" spreadsheet vs. the other spreadsheets.

    - Review the sheets they need to complete before the next session and make sure they understand how to fill these out.

    - Explain that they can use the PDF forms instead of the Excel files if they prefer.

7. Assign homework for the next meeting:

    - Complete all sections in the "Session 1 – God's Part / Our Part" module. Explain that the "Dig Deeper" videos are optional but highly recommended.

- Fill out the following sheets in the financial forms and upload these to “My Doc Vault”:
    - Personal Financial Statement
    - Debt List
    - Financial Goals
    - Current Spending Plan (estimated monthly income and expenses)
    - 30-Day Spending Tracker
    - Quit Claim Deed

8. Set the next appointment time. This should be in 1 to 3 weeks, depending on how much time the client needs.

9. Ask the client to complete the homework at least one day before the meeting to give you time to review.

10. Close in prayer.

Third Meeting – Review of Session 1

God’s Part / Our Part

(1 to 1-1/2 hours)

1. Open in prayer.

2. Share your screen showing the Crown LMS to review homework from the previous session.
    - Personal Financial Statement
    - Debt List
    - Financial Goals
    - Current Spending Plan
    - 30-Day Spending Tracker
    - Quit Claim Deed

3. Discuss where they are on the Money Map. Ask if there are any changes that they should consider in light of this.

4. Discuss any recommendations you have for their

specific situation (debts, cars, overspending, insurance, savings, retirement contributions, etc.). Review the client's answers to the "Assignment - God's Part / Our Part" Bible study.

5. Review insights and questions regarding the "God's Part / Our Part" notes.

6. Review the Quit Claim Deed.

7. Review the completed financial forms:
    - Personal Financial Statement
    - Debt List
    - Financial Goals
    - Current Spending Plan
    - 30-Day Spending Tracker

8. Assign homework for the next meeting:

    - Complete all sections in the "Session 2 – Becoming Debt Free" module. Explain that the "Dig Deeper" videos are optional but highly recommended.

    - Complete the following financial forms and upload to "My Doc Vault" for your coach to review:
        - Percentage Spending Plan (using the Percentage Guide)
        - Spending Plan Analysis
        - Balanced Spending Plan

    - Continue using the 30-Day Tracker.

9. Set the next appointment time. This should be in 1 to 3 weeks, depending on how much time the client needs.

10. Ask the client to complete the homework at least one day before the meeting to give you time to review.

11. Close in prayer

Fourth Meeting – Review of Session 2
Becoming Debt Free

(1 to 1-1/2 hours)

1. Open in prayer.

2. Share your screen showing the Crown LMS to review homework from the previous session.

3. Review the client's answers to the "Assignment – Debt Free Living" Bible study.

4. Review insights and questions regarding the "Becoming Debt Free" notes.

5. If debt is significant, discuss whether the client gained any insights from the Debt Snowball Calculator and Debt Snowball vs. Debt Avalanche resources.

6. Discuss whether Christian Credit Counselors should be considered.

   Christian Credit Counselor's debt management program is appropriate if there is significant credit card debt. Clients must be willing to close out the accounts that are put into the program. This program will not help with mortgages, student loans, or auto debt. Contact CCC to see if they are licensed in your client's state.

7. Review the completed financial forms:
   - Percentage Spending Plan
   - Spending Plan Analysis
   - Balanced Spending Plan

8. Introduce budget maintenance systems. Review the following:
   - Monthly Budget and Jan, Feb, Mar (etc.) forms
   - Income Allocation, Surplus Allocation, and

Individual Category forms
- Envelope system
- Computer programs and mobile apps

Ask the client which system(s) would work best for them.

9. Assign homework for the next session:

    - Complete all sections in the "Session 3 – Contentment and Peace" module.

    - Begin using your selected budget maintenance system to record your income and expenses daily. Upload what you can to the "My Doc Vault" for your coach to review.

10. Set the next appointment time. This should be in 1 to 3 weeks, depending on how much time the client needs.

11. Ask the client to complete the homework at least one day before the meeting to give you time to review.

12. Close in prayer.

Fifth Meeting – Review of Session 3

(1 to 1-1/2 hours)

Contentment and Peace

1. Open in prayer.

2. Ask if there have been any changes with their income or expenses since the last session.

3. Share your screen showing the Crown LMS to review homework from the previous session.

4. Review the client's answers to the "Assignment – Contentment and Peace" Bible study.

5. Review insights and questions regarding the "Contentment and Peace" notes.

6. Review the Wish List concept.

7. Assign homework for the next session:

   - Complete all sections in the "Session 4 – Giving and Saving" module.

   - Continue using your selected budget maintenance system to record your income and expenses daily. Upload what you can to the "My Doc Vault" for your coach to review.

8. Set the next appointment time. This should be in 1 to 3 weeks, depending on how much time the client needs.

9. Ask the client to complete the homework at least one day before the meeting to give you time to review.

10. Close in prayer.

Sixth Meeting – Review of Session 4

(1 to 1-1/2 hours)

Giving and Saving

1. Open in prayer.

2. Share your screen showing the Crown LMS to review homework from the previous session.

3. Review the client's answers to the "Assignment – Giving and Saving" Bible study.

4. Review insights and questions regarding the "Giving and Saving" notes.

5. Review how the Savings Goal Calculator could be applied in light of their previously completed "Financial Goals" form.

6. Assign homework for the next session:

   - Complete all sections in the "Session 5 – Family" module.

   - Re-take the MoneyLife Indicator assessment. On the score summary sheet, record your answers in the "Post" section and compare to your "Pre" scores. Upload the MLI summary sheet to "My Doc Vault".

   - Continue using your selected budget maintenance system to record your income and expenses daily.

   - Review your Balanced Spending Plan again in light of the Money Map and what you've learned and consider whether any changes are needed.

7. Encourage involvement in additional study - Crown online course, seminar, small group at your church or becoming a budget coach.

8. Set the next appointment time. This should be in 1 to 3 weeks, depending on how much time the client needs.

9. Ask the client to complete the homework at least one day before the meeting to give you time to review.

10. Close in prayer.

Seventh Meeting – Review of Session 5

(1 hour)

Family

1. Open in prayer.

2. Share your screen showing the Crown LMS to review

homework from the previous session.

3. Review the client's answers to the "Assignment – Family" Bible study.

4. Review insights and questions regarding the "Family" notes.

5. Ask if they have been faithfully recording income and expenses in their budget maintenance system and ask if they have any questions about it.

6. Review their Goals sheet again.

7. Review the Money Map and ensure they understand where they are now and when they should move to the next step.

8. Ask if they made any adjustments to their Balanced Spending Plan since the last meeting.

9. Explain that this is your session together for now but ask your client to complete Session 6 to finish the course. Explain that it is a short video and some further instructions on a budget maintenance plan.

10. Explain that at the end of the course they will have access to this LMS course as a Crown Coaching Alumnus for an unlimited time, enabling them to download materials, including financial forms, review previous lessons, and view responses to assignments including the biblical applications in each lesson.

11. Discuss what follow-up, if any, the client would like going forward. This may include a 3/6/9 month check in, or anything else they desire for encouragement and accountability.

12. Ask the client to submit a written testimony to encourage others. A paragraph is sufficient.

13. Close in prayer.

APPENDIX – Email Template to New Client

Subject line: Welcome to Crown Budget Coaching!

Thank you for showing interest in Crown's Budget Coaching program. I have been assigned as your coach. I am delighted to begin working with you. My goal is to walk alongside you as together we explore biblical truths about money and possessions. Doing so will build a foundation for becoming a more faithful steward of the resources God has entrusted to you. I will also help you learn how to develop and implement a spending plan. This will be instrumental in your journey. If needed, we will develop a plan to help you get out of debt, freeing you from the bondage debt causes.

We will begin with an introductory video meeting, which will take 60-90 minutes. During this meeting, we will review your current situation, your goals, first steps, and set a date for our next meeting. I will also provide a brief overview of the online Learning Management System that we will use throughout the program.

(Choose one of the options below to fit how you will be scheduling with your client.)

- Please schedule your Introductory Meeting by *(include any online scheduler you may be using)*.
- Here are some potential dates/times that I am available to meet. *(Don't forget to include time zone!)*

Here is a link to download the video conferencing app we will be using: *(Zoom, Google Hangouts, etc.)*

I have experienced God's faithfulness in my personal finances and look forward to encouraging and equipping you towards faithful stewardship in your life. Together, may we see the truth of Hebrews 12:11, along with many other biblical precepts bear fruit.

Sincerely,

{Your name}