



# GEORGIE G. SNYDER CENTER FOR HUMAN SKILLS IN BUSINESS

TEXAS TECH  
Rawls College of Business

## COMMUNICATION COACHING FAQs

### WHAT SHOULD I BRING TO MY IN-PERSON COACHING SESSION?

Either your laptop with the project or two printed copies of the project; assignment sheet and/or rubric (if applicable); job ad or essay prompt (if applicable); questions or concerns you want to focus the session on; a positive attitude ready for collaboration.

### ARE COACHING SESSIONS JUST FOR COURSE ASSIGNMENTS?

Nope! While many of our coaching sessions are related to course assignments, we can also assist you with personal communication projects such as blog posts, personal statements, emails, cover letters, speeches, pitch decks, and more!

### IS IT OK IF I HAVEN'T STARTED MY PROJECT YET OR DON'T HAVE A COMPLETE DRAFT?

Yes! We're happy to help at any stage of development. Not sure how to begin? Let's brainstorm together. Not sure if you're on the right track? Let's take a look at your current draft. We can even hold a post mortem to help you identify strengths and areas for future growth.

### WILL YOU CHECK MY GRAMMAR, SPELLING, AND PUNCTUATION?

Grammar, spelling, and punctuation are important concerns, and we'll certainly help with major issues and consistent patterns of error. However, we see the most improvement in communication projects whenever we focus instead on underlying issues. How effectively are you addressing the needs and expectations of your audience? How much value will they find in your analysis and recommendations? Before we can effectively revise a project, we have to be willing to rethink it. We'll help you learn how to do that.

### HOW LONG ARE COACHING SESSIONS?

By default, individual sessions are scheduled for 30 minutes. Team sessions sometimes require more time, depending on the project. You and your team are welcome to meet with us for up to an hour by adjusting the start or end time of your appointment.

### WHAT'S YOUR NO-SHOW POLICY?

Students who have not arrived within 10 minutes of the start of an appointment are considered no-shows. After two no-shows in the same semester, your account will be disabled. In order to re-enable your account, you'll have to request approval from the center director.

### CAN YOU HELP WITH MY RESUME, COVER LETTER, OR OTHER JOB-RELATED DOCUMENTS?

Although we're happy to help with the content (bullet points) of your resume, we recommend that you schedule a meeting with the Rawls Career Management Center (CMC). They're experts in helping students find positions, and they approve resumes to be used at the Rawls Career Fair. For cover letters, we're happy to help at any stage of your writing process.

### WHAT IF I NEED TO CANCEL AN APPOINTMENT?

Students can cancel appointments 5-minutes prior to the appointment's start time. If you'd rather we cancel it for you, either send an email to [rawls.snydercenter@ttu.edu](mailto:rawls.snydercenter@ttu.edu) or call us at 806.742.1944, and we can cancel the appointment for you.

### I NEED AN APPOINTMENT NOW, BUT THE SCHEDULE IS FULLY BOOKED! WHAT CAN I DO?

Our scheduler has a waiting list for each day. As soon as an appointment slot becomes available, you'll receive an email notifying you. Keep in mind: that appointment will be filled on a first come, first served basis. If you need an appointment for class credit and the final day for credit is fully booked, we recommend you contact your instructor as soon as possible while also adding your name to the waiting list.

### HOW CAN I MAKE SURE MY INSTRUCTOR KNOWS I ATTENDED A COACHING SESSION FOR COURSE CREDIT?

Make sure you've added your course number and course instructor to your appointment information when scheduling the appointment. At the end of each semester, instructors will receive an attendance list of students who had consultations for course projects. Instructors will only receive a list of students who attended a coaching session; no specifics about what was covered in the session will be given to the instructor.

### DO YOU ALLOW WALK-INS?

Yes! While we strongly encourage you to make an appointment in advance, we'll try our best to accommodate you if we're not working with another client.

### WHAT IF MY ENTIRE TEAM CAN'T ATTEND THE SESSION?

No problem. We're happy to meet with any and all team members who can attend the session. However, team members who do not participate in the appointment will not appear on any attendance lists sent to your instructor.

### CAN I SCHEDULE AN INDIVIDUAL COACHING SESSION FOR A TEAM PROJECT?

Absolutely! We understand that it can be difficult to gather everyone at the same time for a team coaching session. We're happy to work with partial teams or individuals as needed.