

# Johns Hopkins Employee Assistance Program (JHEAP)

## Life Coaching FAQs



### What is life coaching?

Life coaching, as defined by the International Coaching Federation (ICF), is a collaborative process that sparks creativity and personal growth, empowering individuals to reach their full potential.

### What can a life coach help with?

- Setting and reaching goals
- Personal growth
- Career planning
- Finding balance in life
- Coping with change

### Who are the coaches?

Coaches must have a valid coaching certification from a recognized accrediting body, such as the International Coaching Federation (ICF) or the Association for Coaching (AC).

### How is coaching different from counseling?

Both offer a supportive, non-judgmental space to help you move forward—but they focus on different areas of personal growth.

- **Focus:** Counseling helps individuals work through emotional challenges and mental health concerns. Coaching focuses on developing and achieving goals, overcoming barriers, and building motivation for personal or professional growth.
- **Who It's For:** Coaching is often chosen by individuals looking to grow, improve, or achieve specific goals. Counseling is valuable for anyone needing support with emotional, psychological, or behavioral concerns.

Coaching and counseling can complement each other and, when used together, can support holistic development. However, coaching is not a substitute for therapy or mental health treatment.

### Who is eligible?

This benefit is for JHU employees only. Health system employees can contact [hrsc@jhmi.edu](mailto:hrsc@jhmi.edu) with questions.

### What does the coaching benefit include?

Up to 6 free coaching sessions per 12-month period.

### How are sessions conducted?

Virtually via secure video or phone – your choice.

### What is the length of a coaching session?

Sessions are 45 minutes in length.

### Who provides the service?

The service provided by the **Johns Hopkins Employee Assistance Program (JHEAP)** in collaboration with CCA, independent experts in coaching, counseling, and work-life services.

### Is it confidential?

Yes. No one, including JHU, will know you used this service, unless you choose to share.

### How do I schedule an appointment?

Contact JHEAP at **888-978-1262** and **press #3** to initiate your request. After completing an intake to identify goals and clarify preferences, you will be matched with a coach and receive a confirmed referral within 2-3 business days. You are encouraged to reach out to the coach directly to schedule a first appointment.



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