

# SOP: Open Coaching Observation

## NeuroVocal Method – Course Module

### Purpose

To provide course participants (and optionally outside observers) the opportunity to observe a live coaching session, with commentary and pedagogical framing where appropriate. The intention is to help participants begin to see how the NVM principles are applied in a coaching context.

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## 1. Calendar & Scheduling

### 1.1 Schedule Early

- Add *Open Coaching* Observation dates when building the course calendar.
  - Confirm Zoom link and duration (typically 60–75 minutes).
  - Include:
    - 10–15 minutes early arrival for volunteer
    - Optional 10–15 minutes post-session debrief
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## 2. If this is open to those not in your course

## 2.1 Create Registration Event

If the event is open beyond enrolled course participants:

- Create event in scheduling app (Acuity, etc.)
  - Include date, time, timezone clarity
  - Include Zoom link (or auto-send via confirmation)
  - Enable automated reminders (24 hr + 1 hr recommended)

## 2.2 Email Announcement

- Schedule an announcement through your email service.
  - Include:
    - Clear description of what Open Coaching Observation is
    - Who it is for
    - What they'll learn
    - Button linking to registration page
  - Best practice: Send a reminder email the morning of the event (1-4 hours ahead).
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# 3. Secure Volunteer Signer

## 3.1 Timeline

- Confirm volunteer **1-3 weeks prior** to the event.

## 3.2 Confirm Details

When the volunteer agrees to be coached, **send an email** (below) **that includes:**

- Date and time (with timezone clarity).
- Confirmation of technology access (Zoom capability, mic, speaker, track playback).
- Confirmation of comfort level around being observed by an audience of voice professionals.

### 3.3 Permissions

- Confirm whether session may be:
  - Recorded for internal course use
  - Recorded for marketing use (if applicable)
- If recording:
  - Obtain written consent (email confirmation is sufficient).
  - Clarify distribution boundaries

**Subject:** Please Reply re: Free Coaching Session for [Day] 🎤

Hi [Volunteer Name]!

Thanks for volunteering to be the star of the upcoming coaching observation session for NeuroVocal coaches-in-training.

Here are a couple of checklists. Checklist No. 1 is just to make sure we're on the same page. Checklist No. 2 is important! You'll need to

reply to this email so I know you understand how this session is being used, and agree to it.

### **Checklist No. 1**

- We'll meet on [date] at [time] (with timezone clarity).
- I'll be using [Zoom or other], which you can access via this link.
- You'll need to choose a song, as well as the accompaniment you prefer working with (e.g., your guitar or a backing track).
- This is an observation class, so you'll have an audience of wonderful voice professionals.

**Checklist No. 2:** Please reply to this email stating that you agree to the following things, or informing me what you do not agree to.

- This session will be recorded and made available to the people currently enrolled in the course.
- This recording will be posted via YouTube with an “unlisted” status until 2 months after the class concludes, at which time it will be deleted or changed to “private” status.
- Parts of this recording may be used for marketing purposes.

I'll send another email soon that includes more specifics. For now, please respond to this email confirming that you got it, and that you agree (or not) to the audience and usage.

I'm looking forward to our session!

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## 4. Pre-Session Volunteer Email

5-3 days prior send the email below.

**Subject:** Coaching Session Details for [Day] 🎤

Hi [Volunteer Name]!

I'm delighted that you're up for being coached on [day]! And specifically, to be coached in front of a group of voice teachers and coaches. Rest assured — these folks have seen it all and are the kindest, most supportive audience a singer could hope for. 😊

Here are a few things that help these sessions go smoothly:

### **Arrival Time**

Please sign on 10–15 minutes early — tomorrow at [time] [their city] time.

Join my Zoom room at: [Zoom link or ID].

This gives us a few minutes to check:

- Sound
- Lighting
- Backing tracks

### **Song Selection**

Please select a section of a song you'd like some help with — for example, a verse and chorus.

“Help” can mean many things:

- A note or phrase that doesn't feel or sound as you'd like
- A passage that feels high, low, strained, or fatiguing
- Something you don't like but can't quite identify
- Something you love and want to strengthen

If you're unsure what to choose, feel free to text or email me and we'll narrow it down together.

## **Setup**

Have:

- Backing track cued (or guitar ready)
  - If you're using a backing track, have a way to amplify it so that you can hear it easily and comfortably
- Water nearby
- Lyrics accessible (if necessary)
- IF you have an amplification setup that you normally use, please check your setup for sound and sightline *in relation to your computer* before we meet.

That's it! Please feel free to text me if you have any last-minute questions or concerns at [mobile number].

This should be a lot of fun!

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## 5. Day-Of Event Checklist

### 5.1 Technical Setup

- Log in 15 minutes early.
  - Admit the volunteer before general attendees.
  - Check:
    - Mic balance
    - Track volume
    - Lighting
    - Camera framing
  - Confirm whether the recording is on/off.
  - Remind the singer of the recording status.
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## 6. Session Flow

You can use this or refer to the Coaching Observation Instructor Notes for that module.

Typical structure:

1. Warm welcome
2. Vocal warm-up (10-15 mins)
3. Singer performs selected excerpt (5 mins)

4. Coaching session (30-40 mins)
  5. Short reflection with singer (5 mins)
  6. Dismiss singer (if doing teacher debrief separately)
  7. Q & A with observers
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## **7. Post-Session Follow-Up**

### **7.1 Volunteer Singer**

Within 24–48 hours:

- Send a thank-you email.
- Include the recording link

### **7.2 Admin**

- Post recording link to the course overview page
  - Upload to YouTube per prior SOP
- Send post-module email
- File “consent” email (the reply to your initial email) somewhere you can easily locate it.