SGL *Coach*

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Guidance in SGL Coach

Human support in a digital development process

Conversations, shared maps and follow-up for you, your team and your organisation.

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INTRODUCTION

A person to think with

SGL Coach connects your own reflection with human guidance. You work with JP2 in everyday life and can meet a practitioner when a situation needs time, questions and a person's judgement.

JP2 is the AI coach in SGL Coach. The practitioner is a person who helps you understand your experiences, see your interaction with others and choose something you want to try. Both use Jan Petrus Hagberg's SGL as a shared professional language.

For an organisation, this means a person at the start and a person when someone stalls. The practitioner connects SGL to what you actually want to achieve.

How you get a practitioner	What you agree
Personal and Team Invitation from a practitioner	A practitioner invites you or your team in the app. You accept yourself. For a team, the team leader accepts, and everyone in the team learns who the practitioner is. You agree the practitioner's service and price directly with the practitioner.
Organisation Through a practitioner firm	Your organisation arranges guidance with a firm. The firm's practitioners support the whole organisation, and all your users see who they are. The firm handles the start for the organisation, teams and leaders, and the conversations when someone has stalled. Anything beyond that, you agree with the firm.
Organisation With your own employees	Your organisation gives the practitioner role to its own employees, with no firm in between.

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This document is for you if you are considering guidance for yourself, a team or an organisation, or if you have been offered a practitioner. The screenshots show the app with fictional people and organisations.

01 · FROM THE FIRST WEEK TO THE NOTE

How to get started

You do not have to look for the practitioner yourself. JP2 tells you that guidance is available, and you book a conversation in the app.

The first week

If you are in an organisation that has guidance, or you have accepted an invitation from a practitioner, JP2 tells you in your first week that you have a practitioner and how to book a conversation. Everyone gets the same message. Under “Your guide” you find the button “Book a conversation”. If you ask JP2 to talk to a person, JP2 can offer you a conversation.

An offer when you stall

If it looks as if you have not got started or have stalled, you are offered a conversation at a proposed time. You can take that time, choose another or answer “No thanks”. The signs come only from how you use the app, for example no step mapped after two weeks, never from what you write. The offer goes only to you. Neither your employer nor the practitioner learns that you received it. You can turn offers off under Notifications.

The conversation

A conversation lasts 20 minutes and takes place on video in the app. SGL Coach runs its own video system in the EU to uphold its rules on confidentiality. You choose a free time, and it is confirmed at once. In Organisation, the firm assigns the conversation to one of its practitioners, and you see who you are meeting. The appointment can be moved or cancelled in the app.

You both choose whether speech becomes text. It happens only when both say yes, and either of you can stop it during the conversation. The conversation is not recorded, and no audio is stored.

If you are a practitioner's direct client, you book, meet and get a note in the same way.

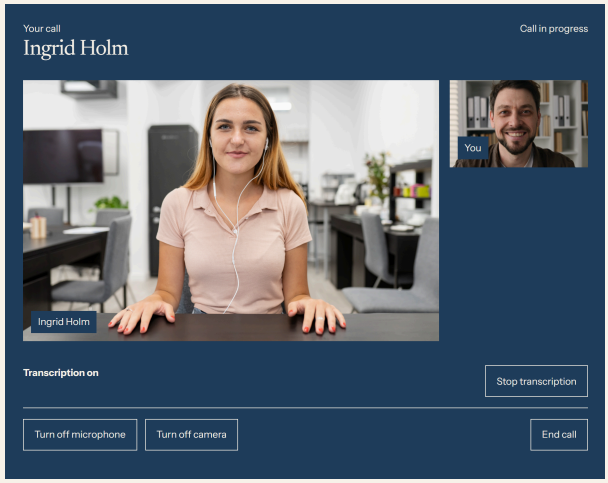


FIGURE 1 · THE CONVERSATION IN THE APP
Both can see whether speech is becoming text, and can stop it. The portraits illustrate a fictional conversation.

The note afterwards

After the conversation, the practitioner writes a short note: what you talked about, the practitioner's advice and the next step. AI makes a draft, and the practitioner reads and approves it. The draft replaces other people's names with “colleague” or “manager”. You read the note and can comment on it, ask for a correction or delete it. To keep working between conversations, you take the note to JP2. An agreed follow-up becomes a proposed appointment that you confirm.

02 · YOUR CHOICES

You decide what you share

The practitioner does not read your conversations with JP2. The practitioner sees only what you choose to share, and you can take it back.

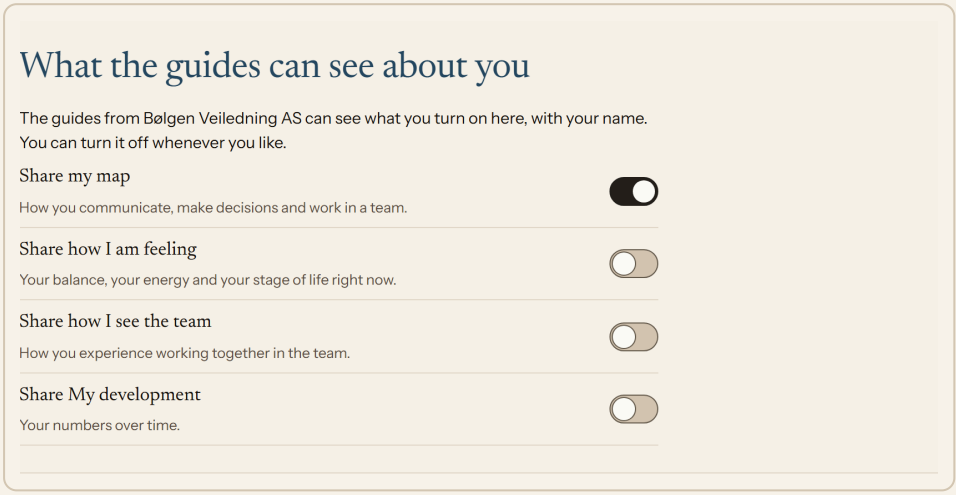


FIGURE 2 · WHAT THE GUIDES CAN SEE ABOUT YOU
Each choice stands until you change it, and it is separate from what you share with a team.

What you can share	What the practitioner sees
A conversation with JP2	A copy of the conversation as it was when you shared it. Anything you write later is not included.
The Triple-T result	A dated copy of the latest completed result. A new result is not included.
Map	The steps you turn on, in three groups: your map, how you are doing and how you see the team. The practitioner sees them as they stand now.
My development	Your readings over time. This is a separate choice.

See who can read, and withdraw what you shared

Before you share, you are told who can read it. In Organisation, that is the practitioners from the firm that supports you, and you see them by name. You can take a copy back. It then disappears for the practitioners, who see only that something was shared and taken back. You hide Map and My development by turning off sharing. Either party can end a direct connection in the app; for a team, the team leader does. Access to what has been shared then stops.

Your employer does not see what you share

Your employer cannot read the notes from your conversations or what you share with the practitioner. Any figures your organisation gets about guidance always concern a group, never one person. The practitioner sees you in their overview only once you have shared something or had a conversation, and never gets a list of all employees.

03 · SHARED DEVELOPMENT

Guidance in teams

The practitioner helps you use SGL in real work situations. Each person still decides over their own material.

The team practises interaction

The team's map is built only from what each member has shared with the practitioners. It shows no names, and no figure is shown when too few share. You meet in a room or on video in the app, where you can also talk in pairs. Everyone can write at the same time, and the answers are shown when time is up. You finish with a specific move and follow up on how it worked.

Show a model

The practitioner shows SGL's models part by part, in the room or on video. On video, each participant sees the model in their own language. In a one-to-one conversation, the practitioner can let you draw on the model. The practitioner can hand out the model on paper, one sheet per stage. The tool stores nothing about the participants, and anything drawn on the model disappears when the presentation closes.

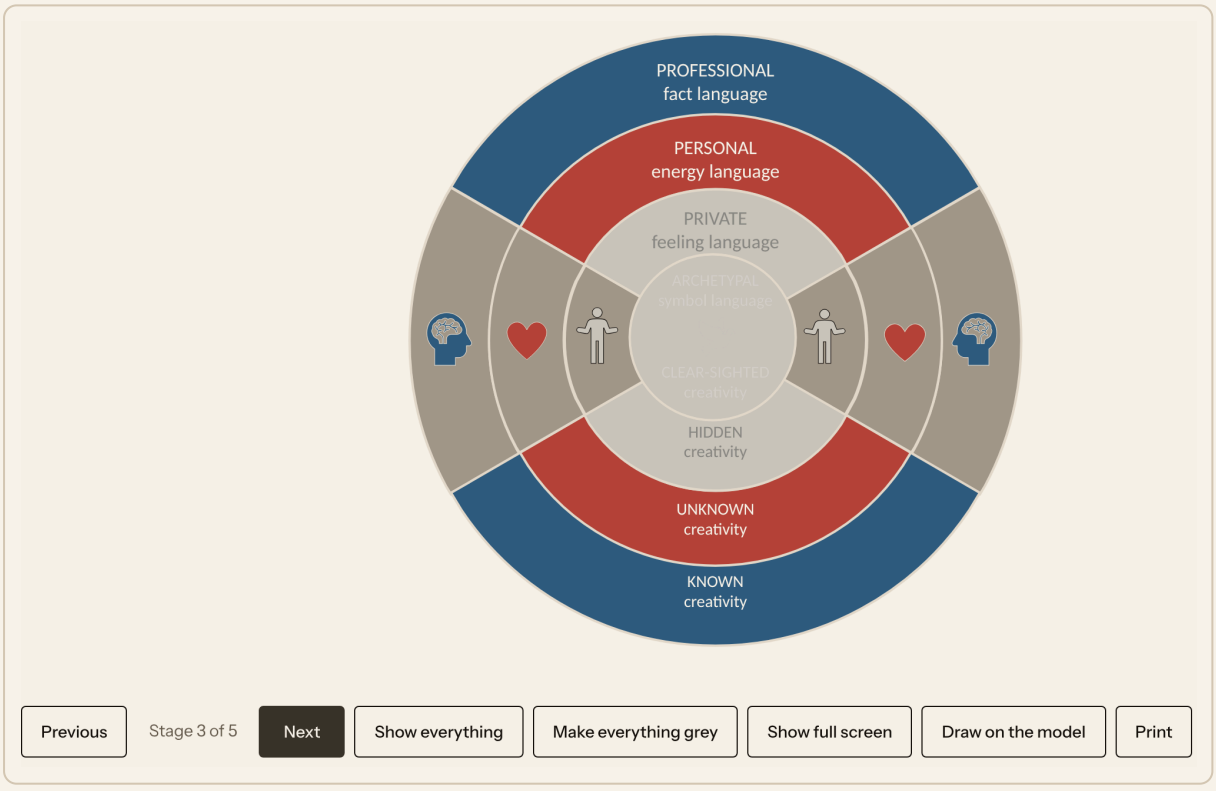


FIGURE 3 · SHOW A MODEL
The practitioner reveals a model part by part, here stage 3 of 5.

04 · FOR THE ORGANISATION

The organisation and the framework

Your organisation gets a picture of groups, never of individuals. The same limits apply to every practitioner.

The organisation's figures show groups

A practitioner who supports the organisation sees shared figures for each unit. A figure is shown only when enough people stand behind it. A figure is also held back when it could be worked out by subtracting one unit from another.

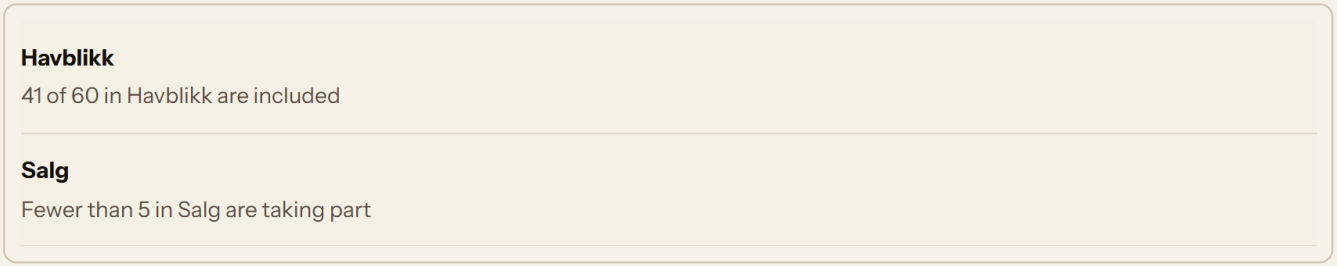


FIGURE 4 · THE ORGANISATION'S OVERVIEW
The practitioner sees how many are taking part. A small group gives no figure.

Talks and questions from many people

At a presentation, participants type questions on their phones. The questions are shown without names, to the moderator too, and the organisation gets a summary that the practitioner has approved and that ties nothing to a person.

An internal or external practitioner

The practitioner can be employed by you or come from a practitioner firm. The role gives no access to an individual's JP2 conversations, map or development figures beyond what that person shares. If the practitioner is also a leader or administrator with you, the roles together give no view into small groups.

Learning and development, not treatment

SGL Coach and the guidance support learning and development at work. The service is not healthcare, therapy or a whistleblowing channel. If someone is in crisis, the practitioner refers them to help designed for that. JP2 and the draft notes are based on AI, and AI can make mistakes.

Start with what you want to achieve.
Clarify your needs, and whether the practitioner should be employed by you or come from a firm. Read more at sglcoach.com/veiledere, or contact SGL Coach AS at company@sglcoach.app.