SGL *Coach*

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Guidance in SGL Coach

for practitioners

Your role, training and work with clients

From The guide's journey to conversations, “Show a model” and follow-up with teams and organisations.

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INTRODUCTION

Your role as a practitioner

As a practitioner, you help people, teams and organisations use SGL, at work and in the rest of life. You work in the same app your clients use.

JP2 is the AI coach the client uses between meetings. You are the human alongside it: you ask questions, explore interaction and help the client choose something to try. JP2 does not take part in your conversations. Jan Petrus Hagberg's SGL gives you a shared professional language.

Three routes to clients

Who receives guidance?	How the client reaches you
Personal One person	You invite the person in the app. The person accepts and chooses what to share.
Team A team	You invite the team, and the team leader accepts. Members see who you are and each choose what to share.
Organisation An organisation	Your firm supports the organisation. The firm's practitioners assigned to the customer see what employees share with the firm. An organisation can also use its own employees as practitioners, within the same limits.

Clients find you

JP2 tells them you exist and offers a conversation when it is needed.

One tool for all your work

Shared material, conversations, notes and the SGL models in one app.

Your price, no fees

Free training, your own fee and commission on top.

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This document is for you if you are considering becoming a practitioner, have been invited to training or already support clients in SGL Coach. The screenshots show the app with fictional people and organisations.

01 · CLIENTS AND SHARING

Clients and sharing

You see only what the client chooses to share with you. They can change it at any time.

You switch between two workspaces. **Own use** is the regular app with your own JP2, Map and The SGL Handbook. **Guide** brings together The journey, Clients, Sessions and Models. An ongoing video call continues when you switch.

Clients

In Clients, you find the people who have shared something with you or had a conversation with you, never all employees. For each client, you see what has been shared, your conversations and agreed next steps. You also see whether the client's subscription is paid.

You and the client can each end a direct connection in the app. Access to what has been shared then stops.

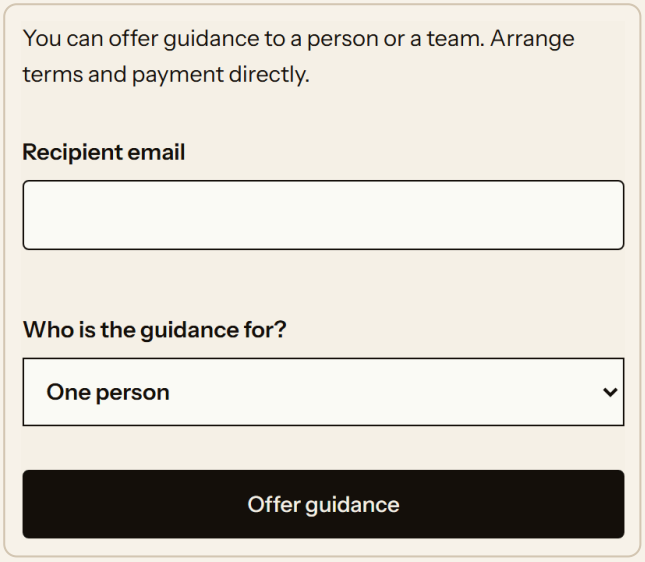


FIGURE 1 · CREATE A CONNECTION
You create a connection with one person or a team through an invitation that the recipient accepts.

Sharing, as you explain it

- **Copies.** A shared JP2 conversation and a Triple-T result are copies as they were when shared. The client can take a copy back. It then disappears for you.
- **Live sharing.** Map and My development are shared with a switch and show the work as it stands now. If the client turns sharing off, you no longer see it.
- **Only what is shared.** You never read the client's conversations with JP2, only a copy the client has shared.
- **The firm.** In Organisation, the client shares with the firm supporting the customer. The client sees which practitioners can read it.
- **Never the employer.** The employer sees neither what is shared with you nor the notes from your conversations.

02 · PREPARATION

Map before the conversation

Map shows what the client has mapped. Use what the client has shared to find good questions. A map is a starting point for the conversation, not a conclusion about the person.

The person's map

You see which steps the client has mapped and chosen to share with the practitioners. A step that is not shared is marked as not shared. Before a conversation, the client can also share a relevant JP2 conversation. Meeting without sharing anything works just as well.

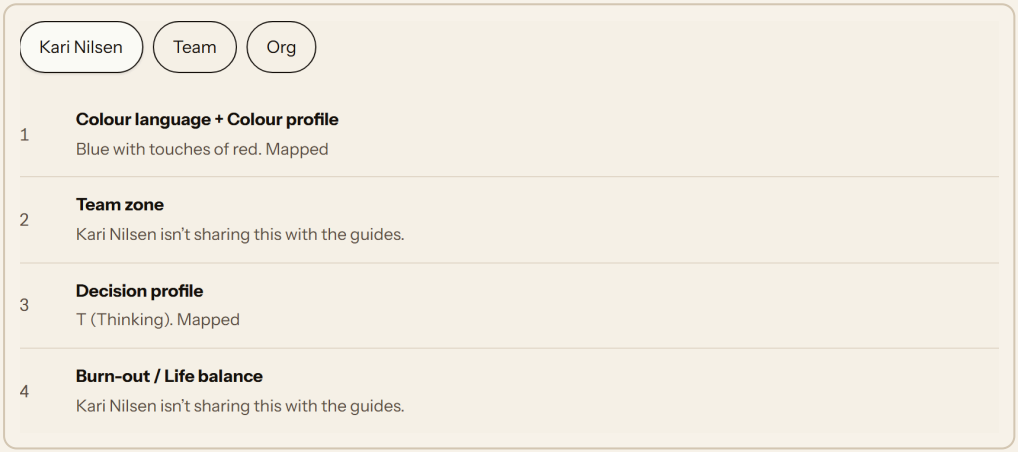


FIGURE 2 · THE PERSON'S MAP
Kari has shared some steps. Others are explicitly marked as not shared.

Team and organisation

The team's map draws only on what members have shared with the practitioners, and shows no names. When too few have shared, no figure is shown. If your firm supports an organisation, you see shared figures at every unit level. The app withholds a figure when too few people are behind it, including when it could be worked out by subtracting one unit from another. No shared figure opens an individual's map or conversations.

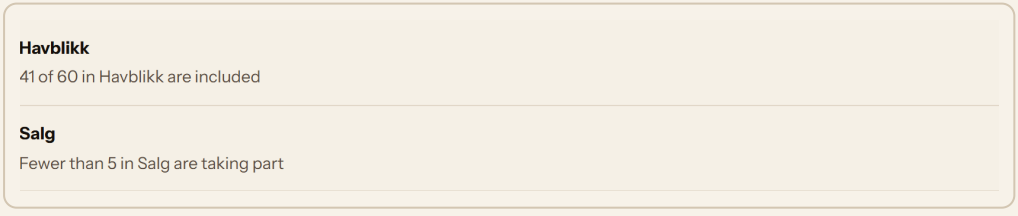


FIGURE 3 · THE ORGANISATION'S OVERVIEW
The practitioner sees how many people are taking part. Small groups do not provide a detailed figure.

Use the picture with the team or the leadership to explore what the figures mean in everyday work, and agree on what you want to try.

03 · MEETING THE CLIENT

The conversation and the note

The client books a conversation in the app. You meet by video in SGL Coach, and you write a note the client can read and follow up on.

Booking

On “Your guide”, the client has the button “Book a conversation”. The client chooses an available time in the app, and a 20-minute conversation is confirmed immediately. If your firm uses its own booking page, the button opens it. The firm assigns the conversation to a practitioner who supports the customer. Clients with a direct connection to you book, meet you and get a note in the same way.

A human at the start and on signal

In the first week, JP2 tells everyone in an organisation your firm supports, and everyone with a direct connection to you, that you exist and how to book. Later, JP2 can offer a conversation when use suggests that something has stalled. The signals are worked out from when and how much the app is used, never from the content. Only the person sees the offer, with a proposed time and “No thanks”. Neither you nor the employer learns that an offer was made, and a booking made from an offer looks like any other. JP2 can also offer a conversation when the person asks for a human. The person can turn offers off under Notifications.

The video conversation

The conversation runs on SGL Coach's own video system, which follows our confidentiality rules. Both of you choose a camera and can turn the microphone and camera off. The conversation is not recorded.

The note

After the conversation, you dictate a short note. AI drafts it from your dictation, and you read, correct and approve it. Other people's names become categories such as “colleague” or “manager”, and the note cannot be approved while it names someone in the organisation. The dictation is deleted within 72 hours.

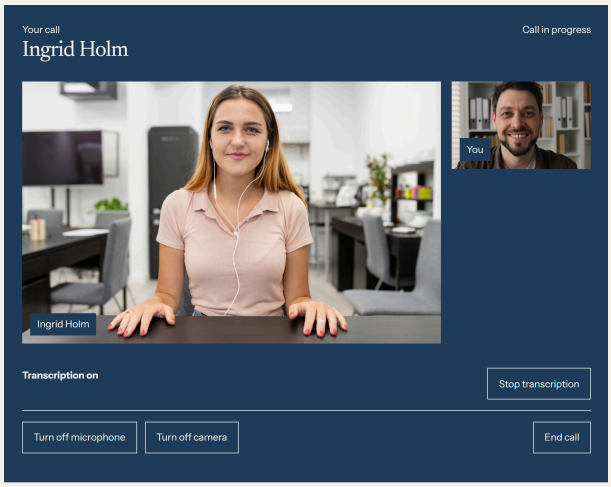


FIGURE 4 · THE CONVERSATION IN THE APP
The picture shows the conversation with transcription on, which either of you can stop. The portraits illustrate a fictional conversation.

If both of you say yes, speech can become text during the conversation, and AI drafts the note from it. Either of you can stop it. The client reads the note, can comment, ask for a correction or delete it, and can take it to JP2. An agreed follow-up becomes a proposed new appointment that the client confirms.

04 · MODELS AND GROUP SESSIONS

Show a model and group sessions

With “Show a model”, you explain the SGL models part by part, in a room, in a conversation or to many people.

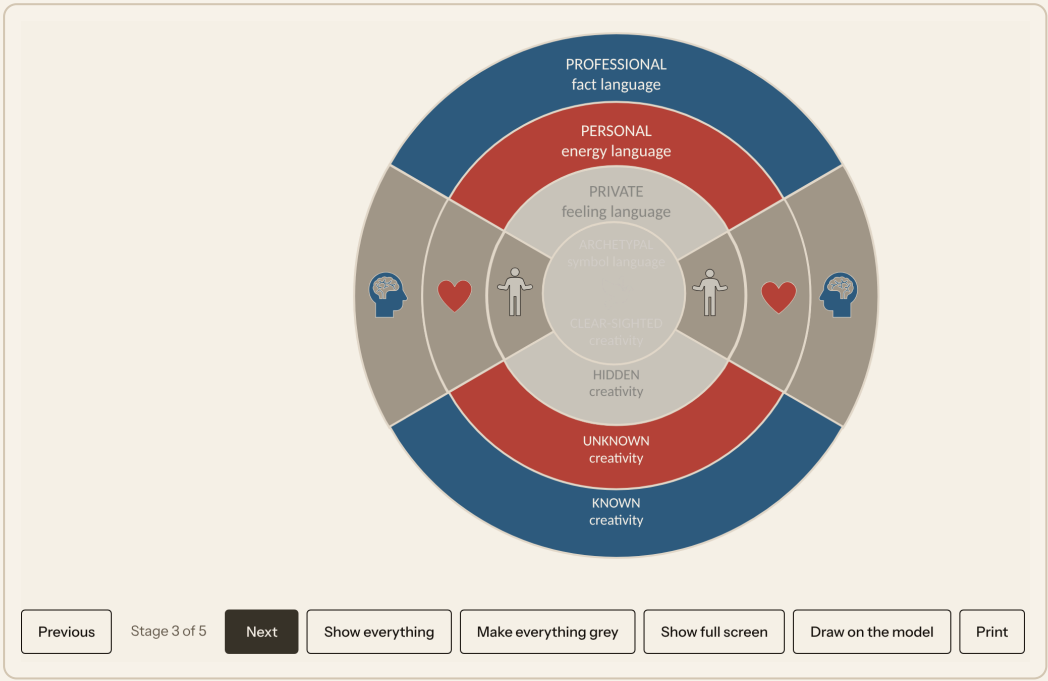


FIGURE 5 · SHOW A MODEL
The communication circle at stage 3 of 5. The parts shown are in colour. The rest stay grey until you show them.

Under Models, you choose from the app's 44 model drawings. The drawing starts grey. You reveal the parts by tapping the drawing or with “Next”, and a presentation clicker works too. You tick what a tap shows: the colour, the word on the drawing, the heading, the text and the points. The text from The SGL Handbook stands beside the drawing.

In a room, the model can fill the screen, in the language you choose for the room. You can draw with a pen, arrow, ring and text. “Print” gives one landscape A4 sheet per stage, with a line on the rights. In a video conversation, each of you sees the model in your own language, and the client can draw too. When you present to many people, participants follow on their own phones. The tool stores nothing about the client.

Team and organisation

A team can prepare with films, reflections and what members share. You lead the session, connect the models to something the team aims to achieve, and you finish with a concrete move. In the room and by video, everyone can write at the same time and see the answers when time is up.

If your firm supports an organisation, you give the leadership, the teams and the leaders a start. At talks for many people, participants type questions on their phones, and the questions are shown without names. You approve a summary in SGL terms that the organisation can read. It attributes no statement to anyone.

05 · TRAINING AND PROFESSIONAL DEVELOPMENT

The practitioner learns through their own practice

The guide's journey connects professional content to concrete moves in guidance. Twelve steps help the practitioner prepare, try out and follow up on the work over time.



FIGURE 6 · THE JOURNEY FOLLOWS PRACTICE
The practitioner sets their own status to Not started, Tried or In use. The status describes their own experience.

Part of each step	What the practitioner does
Mirror	Explores their own experience before working with others.
The guidance	Reads how to use the step in a concrete situation.
Exercises and film	Uses professional material and practises the approach.
Move	Chooses something to try in their own guidance work.
Follow-up	Reflects on the experience and chooses what to change.

Practise in safe surroundings

Each participant has their own fictional practice situations as a regular user, team leader and administrator. You can reset the practice without changing real customer data or other participants' work.

Choose to receive feedback

The journey and reflections are private. The practitioner can share a specific step with the person giving feedback and withdraw that sharing. A training group does not automatically get access to participants' journeys.

Free, and no exam

SGL Coach invites you to free training, even before you have a firm or clients. The invitation includes a welcome guide as a PDF. There is no exam and no approval before your first client. Training and own use have no expiry date or activity requirement, and last until SGL Coach ends the access. In Sessions, you find training groups, agreed times and shared material. Real client work requires an assignment or an accepted connection.

06 · COLLABORATION AND TERMS

Working with SGL Coach

You keep your own service concept and your own prices. A partner agreement can also provide commission. You pay no fee to join, no annual fee and nothing for training.

Your service, your price

You agree assignments and fees directly with the client or customer. You charge for onboarding an organisation, a team or a leader, and for every conversation, including any suggested by JP2. Commission comes on top of your fees.

The partner agreement

The partner agreement provides commission on what the customer pays for the subscription. For Organisation, it applies every year your firm supports the customer. For Personal and Team, it applies to subscriptions that started through your invitation or your firm's referral link, for as long as the connection lasts. Commission is settled each quarter and paid to your firm.

You can work with a client during the free trial, but commission is paid only for paid periods. With your firm's referral link, a customer you bring is registered when they buy, and we confirm it.

What the agreement requires of you. You make an active effort, but there is no sales quota.

- Within 30 days: present the collaboration where you usually present your services.
- Within 60 days: review your active clients and offer an introduction where it fits.
- Each quarter: carry out at least one activity and send us a short report.
- Before you recommend a purchase: tell the client that you may earn commission.
- Each year: confirm that you still follow up the customers you earn commission from.
- At all times: hold liability insurance suited to your services.

A framework for trust

SGL Coach is used for self-insight, learning and development, at work and in the rest of life. The service is not healthcare, therapy or a whistleblowing channel. The line runs at what the conversation does, and the person can always stop. You do not take an employee of an organisation you serve into your own therapy while the assignment runs. AI can make mistakes, so you read and approve its suggestions. In a crisis, refer the person to a human service such as 113, 116 117 or 116 123. Private and work use have separate accounts. Clarify which account and role you use for the assignment.

Questions about training or collaboration?
Contact SGL Coach AS at company@sglcoach.app. Read more at sglcoach.com/partnere.