What is eCoaching?
eCoaching involves frequent and direct email communication between a participant and his or her eCoach. With the support of an eCoach, participants will set well-being goals. Examples of goals include learning coping skills and techniques to better manage stress and decrease worry in daily life.

eCoaches use proven modalities like Cognitive Behavioral Therapy (CBT) and Mindfulness along with providing homework assignments, articles, and other resources to assist the participant in meeting their personalized goals. This program is not a counseling program and is not intended to be used in place of counseling.

Who can participate?
If you are experiencing mild stress, worry and/or unhappiness that isn’t at a level of a diagnosable mental health disorder, this program is for you. It is also appropriate for those in the maintenance phase of treatment who could benefit from ongoing practice and partnership. Those who are not appropriate for the program will be routed to other channels available, including Lifestyle EAP face-to-face sessions, insurance, or community resources.
What does it mean if I complete registration and am told I’m not eligible for Clarity?

Clarity is clinically developed and overseen by licensed clinicians. Because of this, we have to be careful not to cross the line into clinical or mental health care. We worked with a medical advisory committee at the Cleveland Clinic made up of physicians, psychiatrists, and counselors to develop cut-scores on our measures that allow us to operate in the well-being and not mental health space. When a participant tests above these cut-scores, our role is to assist him or her in getting connected to a more appropriate level of care first before joining the Clarity program.

How often does a participant communicate with a coach?

Frequent communication is key. Participants who are most successful typically email at least 3-5 times per week. The ideal number of emails per week can vary from person to person, and our coaches will help the participant come up with a schedule that works best for the individual.

Who are the eCoaches?

Cleveland Clinic eCoaches have varying backgrounds and specialties, which include registered dietitians, exercise physiologists, health education specialists, nurses, and other fitness and health specialists. All eCoaches go through internal training with senior level coaches before working with participants independently.

Clarity eCoaches are required to go through additional comprehensive training to learn proven modalities, including Mindfulness and Cognitive Behavioral Therapy (CBT). eCoaches attend weekly meetings, ongoing trainings, and continuing education aligned with Cleveland Clinic standards. Clarity eCoaches are also overseen by Licensed Mental Health Clinicians. The role of the overseeing clinician is to review files and provide crisis intervention for emergency situations.
Why is this program done through email?
We have found email communications are a convenient and effective way to collaborate with participants. Participants can send emails at times they find convenient rather than having to schedule an appointment or call. Email based eCoaching also allows for the easy exchange of attachments such as our handouts, homework assignments, and mood trackers.