

FREQUENTLY ASKED QUESTIONS

1. Does consulting telephonically detract from face-to-face contact?

Many clients prefer the privacy and comfort of consulting telephonically. The key to effective consulting is the client's trust of the consultant and the need and desire to change problematic patterns in life or business both of which can become part of a telephonic consultation no different from a face-to-face encounter.

2. In addition to a consulting fee, will I need to pay for telephone charges as well?

Charles assumes all fees by calling his clients unless they specify otherwise.

3. Is Corporate Consulting conducted telephonically as well?

It can be dependent on the nature of the problem being addressed. In cases requiring a Needs Assessment Study though, fact-to-face involvement is preferred.

4. What is meant by Charles being the "point of last resort"?

Charles' methods of helping are unique and effective resulting in many clients seeking his counsel after having unsuccessfully exhausting other helping resources.

5. What is meant by his "story-telling style"?

Charles' story-telling enables clients to identify with the hidden meaning or morals much in the same manner as with Aesop's Fables.

6. How can personal, business and athletics be grouped together and what methods does he use?

No matter what a person's role in life, all people possess essentially the same attributes. These consist mainly of thoughts and feelings which, when changed, result in a successful outcome in any area of life.

7. How can listening to a tape or CD help me to make changes in my life?

Listening of itself cannot create changes but following through with the training suggestions that are made can.

8. Insofar as his speaking presentations, how can I learn of what topics he can address?

Charles would be happy to provide a comprehensive list of topics but many of them already appear on his "My Services" page.

9. What is meant by the term "interactive" in describing his keynote speeches and workshops?

Charles becomes involved with his audience and he encourages them to respond in kind making the group experience a thoroughly enjoyable one for everyone...including Charles.

10. From where does he take his "Sayings of the Week" and what purpose do these sayings have?

Most of those sayings are taken from his new book "How to Stay Well and Live Life to the Fullest".

11. Won't my becoming "inquisitive like a child" appear immature or even inappropriate to others?

Children have an open mind which is critically essential in problem-solving. Otherwise, people tend to stay with what feels most comfortable which is the pattern that they are bringing for help.

12. Why led Charles to change from his role as a psychotherapist?

Although his main role was that of a psychotherapist, he did a good deal of writing and motivational speaking while practicing as well. His main goal as a professional has always been to reach as many people as possible with the kinds of help that will enable them to live a happy, balanced and healthy lifestyle.

13. Why the emphasis on "thoughts, feelings and balance" in his approach to problem-solving?

In Charles' opinion, thoughts, feelings and balance are the keys to effective problem-solving and are universally possessed by all humans so that changing any one of those changes all of them and thus changes problematic patterns.

14. How does his Working Model in "Guide to a Life Management Process" help manage stress?

As the phases of stress can be clearly identified and changed, our ability to manage stress in life becomes enhanced.

15. Why do teachers need to learn about emotional issues in their classroom role?

Although a teacher's role is to teach subject matter, learning is as much an emotional function as it is academic.

16. What exactly is a Corporate Needs Assessment Study?

When a corporation is experiencing problems that concern its most precious commodity...the employees...it is necessary to understand the nature of those problems, the interactions of people that tend to exacerbate the problem and how those issues can be fixed. Charles' Needs Assessment Study accomplishes that end by carefully examining the infrastructure of a company and then programs are devised with Administration in order to correct them.

17. How can Charles work with athletes like equestrians if he's never experienced a given sport?

Although he is familiar with, has played and managed many different sports, he is not concerned with the function of a given sport as much as how athletes use their minds and emotions in order to achieve excellence in their given sport.

18. What does his book "How in the Hell Did This Happen to Me?" entail?

This, his newest book, is based in his extensive practice as a psychotherapist and deals with problematic patterns that we all bring from our childhoods that do not serve people well and it contains clear training methods of changing them. He uses Case Studies to exemplify those patterns and solutions to changing them.

19. Because he is already recognized as a speaker and consultant, why does he continue to enhance those skills?

Every professional must continue to sharpen skills through various teaching organizations in order to excel.

20. Why such considerable emphasis on “ownership and responsibility” in changing patterns?

Seeking help in order to change a pattern in life cannot be accomplished without the person experiencing the problem “owning” that problem and be willing to assume responsibility for it. Blaming others or making excuses disallows any kind of effective resolution of issues while “ownership” means that only if you “own it”, can you change it.

21. Is his offer of a free first consultation really true or is this just a gimmick?

No, in fact the first consultation allows him to assess the problem with the person in order to determine whether he can be of help or not. He considers this practice an ethical means to accomplishing that end.

22. How can his consulting & seminars be effective when they are so many and varied?

Charles had been a practicing psychotherapist for over 40 years and helped people with a varied number of different problems so that his offerings are not that unusual. Also, his primary method and goal is to help participants become more aware of how they can use their thoughts and feelings more effectively despite the nature of the problem...

23. Are the fees for SERVICE PACKAGES payable prior to initiating Charles’ services?

Because of the fee reduction, in most cases, the answer is yes. However, he can work out a payment plan upon request.

24. What size are his groups, how can this be done telephonically and what are his rates?

Charles prefers that groups number no more than 15 when conducting seminars live and 10 telephonically with his rates varying according to the size. Telephonically, he uses a free conference call service requiring that participants pay only for dialing a long distance number.

25. Does he consult with businesses and corporations telephonically?

Depending on the nature of the problem in some cases he can. However, Needs Assessment Studies usually require face-to-face involvement.

26. Why are there so many different versions of Charles’ books available?

Those ordering may not be willing to pay full price for a book and prefer to receive an e-book that they can download onto their computer screen instead for a much reduced cost. He autographs books ordered and sent through the mail.

27. Do all of his publications contain training exercises?

First he presents a detailed description of what a reader or listener needs to understand followed by training methods that help the person implement points described.

28. His articles often deal with the same subjects so how will I know which will best serve my purposes and can they be copied?

He recommends that you read them all but most are identifiable by their titles. Readers to copy contents of his articles for future use but new articles are added over time so that continuing to check his website is strongly recommended.

29. Why does he offer a synopsis of his products for such low fees instead of people purchasing products at cost and deducting the fee should they decide to purchase them at full price?

In that way, people can determine whether the salient points described can help people make decisions about purchasing the full product.

30. Can his testimonials be contacted for reference purposes?

Because of a time lapse since some contacts were involved, people may no longer be available but readers are welcome to contact any of the organizations represented should they choose.

31. Why is the turnaround time for receiving materials so lengthy?

Due to the volume of orders, some products may need to be reproduced before they can be sent.

32. If I decide not to keep an item, what is entailed in the money-back guarantee return policy?

Just as the policy indicates, simply mail the product back and you will receive full purchase price in return.

33. Should I need to contact Charles by e-mail or phone, how soon will he respond?

Usually within the same day unless he is traveling but otherwise in a timely fashion.

34. What is the purpose of his MEDIA KIT & NEWS page?

Oftentimes the media is interested programs, speeches and videos of Charles' work so that they might determine whether radio and TV interviews or newspaper articles should appear.