**WHAT YOU CAN EXPECT OF ME DURING OUR COACHING RELATIONSHIP**

**Confidentiality**

All of our interactions (conversations, e-mail, virtual meetings, texts, etc.) will remain strictly confidential, meaning that I will not share any information provided by you with anyone without your express consent.

**Availability**

You may contact me outside of our scheduled sessions, if you would prefer not to wait until our next session. You are encouraged to stay in touch via e-mail as this provides an accessible way for me to monitor your progress, and to add extra insights during your coaching journey.

**Communication**

I will always reply to your communications within 48 hours (except when out of town or on holidays, and I do my best to notify my clients of such dates). Even if no specific feedback is required or necessary, I will (at the very least) acknowledge the receipt of your communications.

**Commitment and Integrity**

If I make a promise to you, this promise will be kept-in the way promised and in the time frame promised. If, in exceptional circumstances only, I am unable to keep a commitment, I will notify you of this as soon as I know of the need for change. I will coach you at the highest standards of integrity, honesty, professionalism, and respect. As I am adamant about delivering high value to my clients, I will let you know if I feel that my involvement is not likely to make a positive difference in your life and/or business.

**Nonjudgmental Attitude**

I am not here to judge right or wrong. My position is to coach you to get the life you want. As there may be times when you will share information that may make you vulnerable, I assure you that I will treat your choices and actions (past, present, or future) with respect.

**Dedication to the Process**

As you have hired me to help you grow, I believe that some of the most valuable coaching I can deliver to you comes through asking the tough questions you may be unwilling to ask yourself. Honest feedback, challenging questions, assignments designed to challenge your comfort zones are the methods that I will use to “nudge” you to the next level.

**30-Day, Risk-Free Guarantee**

If within the first 30 days of our coaching relationship, you feel that the process is unlikely to make a difference in your life and /or business, please let me know and I will cheerfully refund your fees to you.

**WHAT I ASK OF YOU**

**Timeliness**

It is important for you to keep our appointments for your benefit, as well as for the benefit of my other clients. Twenty-four-hour notice is required to cancel an appointment; I reserve the right to charge for a session cancelled with less notice than this. If you are delayed for an appointment, please call me to let me know. I do my best to schedule clients with enough buffer time on either side of an appointment, but in some situations a delayed appointment will mean that our session will have to be cut short.

**Feedback**

Give and ask for feedback as much as possible. Let me know when something is working for you, as well as when something is not; the earlier the better. When you want specific or more in-depth feedback on something you are working on, please ask. Direct feedback is the easiest way to ensure that you get what you need.

**Fees**

For prepaid programs, coaching fees are due before your first session. For monthly programs, coaching fees are due at the beginning of each month. When fees are agreed to and paid up front, we can then focus our sessions on the real task at hand getting you the results that you want.

**Referrals**

My business is based on referrals. I hope that you appreciate my services and refer me to friends and colleagues. I am including this request here to keep this out of our coaching sessions. Whether you choose to refer people to me or not, I would like you to know how the referral process works. As you have experienced, I will first have a discussion with anyone who is interested in my services, so that we can both determine if there is a good fit between their needs and my expertise. If there is a fit, they will become a client. If there isn't a good fit, I will do my best to recommend your referral to a coach who will better fit their needs and goals. In all cases, I do my best to place your referral, so feel free to refer anyone who is looking to improve their life or business and I will make sure they get the right coach for their needs. Referrals form a substantial part of my practice and they come from clients whose trust I have worked hard to build, so you can be assured that I will go out of my way to take good care of anyone you choose to refer.