



CLIENT POLICIES AND PROCEDURES

Welcome! I am excited about working together in a new coaching relationship. There are a few guidelines that I expect clients to maintain in order for our relationship to work to its best advantage. If you have any questions, please call me.

- Fee*** My clients pay me on time at the beginning of each month unless prior arrangements have been made. Payments may be made by check or credit card.
- Procedure*** My clients call and come to meetings on time. Come to the call or meeting with updates, progress, and current challenges. Let me know what you want to work on, and be ready to be coached. Make copies of the Client Preparation Form and e-mail a completed form 24 hours before each call or appointment. The agenda for our meetings is always client-generated and coach-supported.
- Calls and Meetings*** Our agreement includes a set amount of calls or meetings. If you or I are on vacation, then we spend more time before you/I leave or after you/I return.
- Changes*** My clients give me 24 hours notice if they have to cancel or reschedule a call or meeting. If you have an emergency, we will work around it. Otherwise, a missed call or meeting is not made up.
- Extra time*** My clients may call or e-mail me between sessions if you need “spot coaching,” have a problem, or can’t wait to share a win with me. I enjoy delivering this extra level of service. I do not bill for additional time of this type, but I ask that you please keep the extra calls to 5 or 10 minutes. When you leave a message, please let me know if you want a call back or if you are just sharing.
- Problems*** I want you to be satisfied with our relationship. If I ever say or do something that upsets you or doesn’t feel right, please tell me about it. I promise to do what is necessary to satisfy your coaching needs.
- A Must*** It is necessary for you, the client, to implement the coaching in order to experience success. You have hired a coach to help you do things differently than you have ever done them before. If you choose not to use the coaching and to keep doing what you have always done, you will get the results you have always gotten.