



CLIENT POLICIES AND PROCEDURES

Welcome to coaching as my client. I look forward to working together. There are a few guidelines that I expect clients to maintain in order for our relationship to work. If you have any questions, please call me.

Fee:

Clients pay me on time unless prior arrangements have been made. Payment may be made by check or credit card.

Procedure:

My clients call or arrive on time. Come to the call or appointment 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 enclosed client prep form and fax or e-mail a completed form before each call. The agenda is *client generated* and *coach supported*.

Calls/Appointments:

Our agreement includes a set amount of calls/appointments. If you or I are out of town, we spend more time before you/I leave and after you/I return.

Changes:

My clients give me 24 hours notice if they have to cancel or reschedule a call/appointment. If you have an emergency, we will work around it. Otherwise, a missed call/appointment is not made up.

Extra Time:

You may call between sessions if you need “spot coaching”, have a problem, or can’t wait to share a win with me. (You can also fax or e-mail 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 five or ten minutes. When you leave a message, 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 bring it up. I promise to do what is necessary to have you be satisfied.

A Must:

It is necessary for the client to implement the coaching that is given to feel that coaching is a success. You have hired a coach to do things differently than you ever have before. If you choose to not use coaching and keep doing what you have always done, you will get the results you have always gotten.