



Services to be provided:

Andrew D. Pope (coach) will provide one to one coaching tailored to the individual needs of _____ (client), focusing on the goals and outcomes identified by the client.

My style and approach to coaching:

My style is solution focused and supportive. My client's well-being and results are always central. As coach I will be respectful of my client's needs and requests, constructive in providing timely feedback, attentive to the client's boundaries regarding personal issues or life conditions, mindful of confidentiality, mindful of conflicts of interest and upfront in addressing such issues if they emerge.

This coaching work may well be intense, challenging and personal. The sessions will be highly interactive and based in active listening. A wide variety of coaching techniques and tools will be applied and client self-complete tasks will be set. I always adopt a non-directive approach and any derived solutions or strategies useful in moving the client forward will be wholly owned by the client and derived wholly from the client's own resources.

Boundaries:

We are entering into a coaching relationship, and there is not, nor will there be, any type of therapy or psychological counselling. If these are needed, or the need for them is identified at any stage in our relationship, it will be your responsibility to seek these services from a suitable licensed professional. If I can help you with finding such a professional then I will offer to do so.

Confidentiality:

The coaching relationship is completely confidential unless superseded by any governing laws of the land. As coach I will make every effort to maintain the client's confidence and will advise the client of circumstances that might influence the coach's objectivity or judgment. The client is of course free to share the content of our coaching sessions with whomsoever the client chooses.

Conflicts of interest:

Any conflict(s) of interest arising will be discussed in a timely manner and mutually resolved with the client's best interests in mind. If a conflict arises, the coach will identify it and attempt to resolve it with the client. If the coach cannot continue to serve the client objectively or respectfully as a result of the conflict of interest then the coach will terminate this agreement.

Time:

Individual sessions within a package or program will typically last for 90 minutes. The sessions will begin and end on time, unless the client and coach have both agreed, prior to the start of a session, to extend that session or alter the start/end time.

Sessions:

The coach and client will meet for sessions in the manner agreed and at such times and dates that are mutually agreed as appropriate and in advance or on a mutually agreed ad hoc basis (see Service Agreement document for the full Terms & Conditions)



Session cancellation:

If the client needs to cancel an appointment, they must do so at least 24 hours prior to the coaching session or will be required to pay for the session in full. The coach will likewise give the client at least 24-hour notice of change or reschedule prior to any session.

Agreement termination:

Both parties have the right to end the coaching agreement at any time and for any reason. Ideally a discussion should be held to allow for mutual understanding but this is entirely voluntary. Subject to at least 24 hours termination notice, a full refund will be made for any monies paid in advance by the client for coaching time not used.

Client responsibilities:

The client is to be held to a high standard of responsibility and accountability. Accordingly, the client is expected to be resourceful, respectful and to take full responsibility for doing the work required to achieve the desired results. The client is expected to pay for sessions in advance as per the Service Agreement Terms & Conditions.

The client may have to complete some simple pre-agreement documentation and also some pre-session documentation. This will be discussed as part of the Service Agreement process.

Additionally, the client is expected to provide constructive feedback about the quality and usefulness of the coaching, and to be forthright, open and honest about a desire to restructure or terminate the coaching.

Terms:

This agreement is for _____ hours of coaching and any other associated services as described in the separate Service Agreement document.

The fee and payment terms will be in advance as set out in the Service Agreement. This coaching agreement may also include access to the coach between sessions by email/phone and this will be specified on the Service Agreement.

We will start with a 90 minute Discovery Session to initiate the coaching process then we'll continue with further 90 minute sessions at the mutually agreed dates and times or on a mutually agreed ad hoc basis (see Service Agreement document for full Terms & Conditions)

The coaching process itself is scheduled to start on _____ and is expected to end on or around _____.

CLIENT: _____ **DATE:** _____

COACH: _____ **DATE:** _____