

Client Welcome |

Logistics/Procedural Questions

Dear Client:

The following are answers to frequently asked questions about how our coaching relationship is going to work and how to get the most out of coaching.

Computer Literacy

You will need some basic e-mail skills if you wish to keep in touch via e-mail between coaching sessions. At the minimum, you need to be able to:

- ▶ Receive and read e-mail
- ▶ Reply to e-mail
- ▶ Reply to e-mail by typing within the original e-mail message

If you do not have the above skills, please let me know and I will walk you through them during our session

Coaching Session Preparation Form

Please fill out this form, prior to our second telephone call; this is imperative to making coaching effective. The form will save time, and give focus to the coaching sessions.

Number of Coaching Sessions Per Month

You receive four coaching sessions per month. Sometimes there may be a fifth Monday, Tuesday, etc. in the month, but we will not coach on those days (this happens four times a year).

Length of Coaching Sessions

Coaching sessions run 25-30 minutes. I usually have another client calling in at the end of our session, so we will need to end on time. I will let you know about ten minutes before the end of our time, so you will not feel rushed.

Getting The Most Out of Coaching By Summarizing

You will get out of coaching what you can retain and put to use in your life. To that end, the last five minutes of the call, I will ask you to summarize what you learned, what was valuable, and what you are going to do, as a result of the day's coaching session.

Post Call Notes

Some clients take notes of our sessions because they want to refer to them during the week. And some clients e-mail or fax those notes to me so I can read them by next session. This is entirely up to you.

Additional Contact

E-mail contact is included in our coaching relationship. You may e-mail me at any time and as much you would like to ask questions, share wins, ask for support, or for any other reason. Brief, unscheduled phone contact is also included in our coaching relationship. Please feel free to call me when you need me or want to check in, as long as you keep unscheduled calls to ten minutes.

Handling Payment

Payment for coaching is due on the date we agreed to. If paying by check, please mail your check seven days ahead, to make sure I receive it on time. When I receive and process your check you will get an e-mail confirmation. If I do not receive your check on time, you will be notified by e-mail and asked to remedy the situation. If money or bill paying is currently a problem, let's focus on that during our coaching.

Ending Coaching

Naturally, all clients complete their coaching with me at some point. Clients work with me for about three months to five years, with the average client coaching about eighteen months. I expect you to leave when you no longer get the value you wish, or when you need a break. This is a part of my business and is perfectly normal. If you feel it is time to leave, please communicate freely with me. I do ask that you give me a two-week notice, so that we may have time to complete.

What Are You Paying For?

In coaching, you are paying for information, advice, support, collaboration, strategies, continuous presence, energy, creativity, availability, and partnership. Not necessarily just time or the number of coaching sessions. You can get as much value from ten minutes of coaching as you can from three hours of coaching. It all depends on timing, openness, and synergy.

I hope that this outline of services and procedures has been helpful. If there is something important to you that I have not covered above, please let me know and I will be happy to clarify it for you.

Warmly,

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