

Welcome, Thank You, And Congratulations!



Read and understand the following.

THANK YOU for your decision to start your coaching program with me. I appreciate your business and I would like you to read this letter before our first session so that you can get the absolute best out of your coaching experience. In this letter, I take you through what you can expect of yourself, of me, and of the coaching process in general.

Also, CONGRATULATIONS! I am proud to say that clients who have followed my guidance have been getting great results and great resolve towards ever-increasing levels of success and happiness in their lives. You should expect the same, so I congratulate you on taking a big step toward investing in the most valuable asset you will ever have – YOU!

WHAT YOU MAY EXPECT BEFORE OUR FIRST SESSION

The “coaching experience” begins the moment you make a commitment to your first session. Many clients report one or more of the following experiences prior to this session: curiosity, doubts, excitement, unexpected “negative” and/or “high” events or emotions, or uncertainty about the “whole coaching idea”. Should similar feelings arise in you, please understand that ALL OF THESE SYMPTOMS ARE COMPLETELY NORMAL AND EXPECTED. In fact, they are often THE sign that you are ready to make major positive shifts, and that your surroundings and your body are “preparing” for these shifts to take place.

If you wish, take notes of feelings and events as they surface and have them ready for our first session. If you are having doubts about the process, remember that you get a risk-free 30-day trial period to find out for yourself if the process is going to make the kind of difference in your life that I promised. If you have specific questions to ask about any part of the process, please call me before we get together to make sure that you get your questions answered during the first session.

WHAT YOU CAN EXPECT OF ME DURING OUR COACHING RELATIONSHIP

► Confidentiality

All of our interactions (conversations, e-mail, faxes, etc.) will remain strictly confidential, meaning that I will not share any information provided by you with anyone without your express consent. The exception to this will be that, from time to time, I may use a situation from your coaching experience as an analogy in another client’s session, or in a public setting such as a newsletter or a seminar. In this case, I will not use your name and will refer to the situation in such a way that you will not be identifiable to others.

► 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 easily accessible way for me to monitor your progress and to add extra insights during your journey.

► Communications

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.

▶ **Commitments 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 deal with 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.

▶ **Non-Judgmental Attitude**

I am not here to judge “right” or “wrong”. My position is to coach the “real 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 actions (past, present, or future) with respect.

▶ **Tenacity About Your Progress**

As you have hired me to help you grow, I believe that some of the best value I can deliver to you comes through the “tough places” you may be unwilling to visit on your own: honest feedback, challenging questions, assignments designed to challenge your comfort zones, accountability to your commitments, and an occasional, usually gentle and always caring, “kick in the behind”.

▶ **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 YOU CAN EXPECT OF YOURSELF AND THE COACHING EXPERIENCE

Just as if you were to read an exciting book, it is sometimes best not to know what exactly is ahead of you. It is up to you to let me know of the results that you want our coaching sessions to accomplish for you. It is up to me to plan the steps to take you to those results, and it is up to us together to make sure the steps are taken and all necessary adjustments are made as we go along. Our sessions are used to debrief on past assignments, ask and answer questions, strategize, and set up next steps.

In my experience, almost every client will pass through some periods of feeling completely invincible (and will generally fly through all given assignments, and other periods of feeling fearful, doubtful, tired, or even resentful of the process. I personally get excited to see ALL of these times because they all form part of the necessary growth cycle; to you, some periods may feel great and others you would rather do without. Overall, however, the growth curve WILL BE POSITIVE. Many clients report some or all of the following: increased earnings, better use of time, better physical shape, better relationships, more sales and/or more customers, better health, more free time – and always an overall huge increase in their sense of control and peace of mind.

WHAT I WOULD LIKE TO ASK OF YOU

▶ **Timeliness**

It is important for us to keep our appointments, for your benefit, as well as the benefit of my other clients. 24-hour notice is required to cancel an appointment; I reserve the right to charge for a session cancelled with less notice than 24 hours. If you are delayed for an appointment, please call me to let me know (604-737-6997 or my cell phone 604-618-0435). 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 need to mean that our session will have to be cut short.

▶ **Completion of Assignments**

It is up to you to complete assignments as given. Whenever possible, I would appreciate getting your assignment at least a day before our session so that I can go over it before we meet again. The bottom line is that clients who diligently get their assignments completed outside of our sessions, get far more out of the

coaching program. It is much easier to build a house on top of a solid foundation, so each assignment affects the next one. I also have more fun watching my clients get great results than average ones!

▶ **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. Although telepathy is a somewhat necessary part of my work, direct feedback is the easiest way to ensure that you get what you need.

▶ **Fees**

For prepaid programs, coaching fees are due before our 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 you want).

▶ **Referrals**

Many of my clients choose to refer my services to others. I like to ask for referrals outside of our coaching sessions so that the focus of our work is exclusively on you and the results you want. 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 both they and I can determine if there is a good fit between their needs and my expertise. If there is a fit, they will become clients. If there isn't a good fit, I will do my best to refer 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 results 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.

Again, CONGRATULATIONS on choosing to take part in the coaching program and I sincerely look forward to working with you and watching you get the life you want. If you have any questions about the process, please contact me at (604) 737-6997 or in Cyberspace at pavla@cprcoaching.com.

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