



Expectations

I look forward to working with you to help develop your career vision, create a plan to bring it about and support you as that plan is carried out. Please allow this note to be just a beginning of an explanation as to what you can expect from a coaching experience.

What to expect before our first conversation

The coaching experience begins the moment you make a commitment to your first meeting. Many clients report one or more of the following experiences prior to the first meeting: curiosity, doubts, excitement, unexpected negative and/or high emotions, or uncertainty about the whole idea of coaching. Should similar feelings arise in you, please understand that all of these emotions are completely normal and expected. In fact, they are often a sign that you are ready to make major positive shifts. If you wish, take notes of these feelings as they surface and have them ready for our first session. I will also be asking you to take a survey to capture a few of these emotions.

What you can expect from me during our coaching relationship

Confidentiality All of our interactions (conversations, e-mail, faxes, etc.) will remain confidential, meaning that I will not share any information provided by you with anyone without your express consent. The exception to this may be that 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 seminar. In this case, I will not use your name or refer to the situation in any such way that you will be identifiable to others.

Availability You may contact me outside of our scheduled sessions if you would prefer not to wait until our next appointment. You are encouraged to stay in touch via email as this provides an accessible way for me to be involved and perhaps add insight or encouragement during your journey.

Communication I will reply to your communications within 48 hours (except when traveling or for holidays, and I do my best to notify you of such dates). Even if no specific feedback is required or necessary, I will (at the very least) acknowledge the receipt of your communication.

Commitment and Integrity If I make a promise to you, this promise will be kept, in the way and time-frame promised. If, in exceptional circumstances, I am unable to keep a commitment, I will notify you of the need for change. I will coach 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.



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Nonjudgmental Attitude I am not here to judge right or wrong. My position is to coach you toward the life and working situations you want. As there may be times when you will share information that makes you feel vulnerable, I assure you that I will treat your choices and actions (past, present and future) with respect.

Tenacity Since I have been hired to help you grow, I believe that some of the most valuable coaching I can deliver comes through the tough places you may be unwilling to visit on your own. This may be in the form of honest feedback, challenging questions, assignments delivered to challenge your comfort zones, and accountability.

What you can expect of yourself and the coaching experience

In my experience, clients will pass through periods of feeling completely invincible and other periods of feeling fearful, doubtful, tired, or even resentful of the process. These are all important emotions of growth. To you some periods of coaching may feel great and others you would rather do without. Overall, however, the growth curve will be positive. As a result of coaching, clients have reported: better use of time, improved relationships, reduced stress, better career choice, and a huge increase in their sense of control and peace of mind.

What I would like to ask of you

Timeliness It is important to keep appointments for your benefit, as well as the benefit of other clients. Twenty four hour notice is requested to cancel an appointment. If you are delayed for an appointment, please call to let me know. While I try to schedule buffer time on either side of appointments, in some situations a delayed appointment will be mean we have to cut our conversation short.

Completion of assignments Assignments give you actions to continue between our conversations, provide reflection on the past or material for future conversations. Whenever possible, I would appreciate getting any written assignments at least a day before our session so that I can over it before we meet. The more serious you take these activities the more you will get out of them.

Feedback Give and ask for feedback as much as possible. Let me know when something is just not working for you--as well as when it is--the earlier the better. When you want specific or more in-depth feedback, please ask. Direct requests are the easiest way to get what you want.

Congratulations for choosing to get the most out of this opportunity. I look forward to our first conversation.