

Dulles Psychological Services, LLC

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Life Coaching Guidelines and Agreement

Coaching Guidelines

Welcome to Dulles Psychological Services, LLC. I have positive expectations for a coaching relationship that helps you to create the life YOU want to live. To partner together professionally, I want you to be familiar with the following guidelines.

Terms of Coaching:

I invite you to think of Coaching as a process. Many people create change for themselves in a short time. To refine and sustain the change takes time. Although not binding, I would ask that you expect our Coaching relationship to last at least 3 months.

Fees:

Payment for coaching services is due prior to or at the time of service. We accept all major credit cards with a minimum payment of \$60, but prefer cash or check. Please make checks payable to Dulles Psychological Services.

If you opt-in to a package, you may pay by credit card, cash, or check prior to the time of service. There are no refunds for missed sessions or sessions you forgo.

Procedure:

I will meet you in-office at the specified time, unless we make other arrangements. If you wish to connect with me in between sessions with a challenge, a success or an inquiry, I will make every attempt to respond to your e-mail or in-app message within 24 hours, with an email, message, or short phone call at your discretion. I'm happy to provide this extra level of service at no additional charge.

Cancellation Policy:

If you fail to cancel a scheduled appointment, we cannot use this time for another client and you will be billed for the entire cost of your missed appointment.

A full session fee is charged for missed appointments or cancellations with less than a 24-hour notice unless it is due to illness or an emergency. A bill will be mailed directly to all clients who do not show up for, or cancel an appointment. Thank you for your consideration regarding this important matter.

Between Calls:

Email me any time at chenelmann@gmail.com to reach me with ideas, problems, questions, etc, or to have a quick laser call. If you have opted-in to a package, feel free to message me anytime in-app for the quickest response.

Problems:

If I ever say or do anything that upsets you or doesn't feel right, please bring it to my attention so that we can resolve it as soon as possible. My objective is to have a coaching relationship that is fully open, honest, real and trusting in our communication styles. We should both realize that communication via telephone or email entails extra challenges since we can not see body language, facial expressions, etc. Therefore we give each other plenty of latitude, and promptly ask for clarification if there is a mis-connection.

Coaching Agreement

Coach

I agree to serve as your Coach - to partner with you to identify and achieve your personal goals.

As your Coach, I cannot guarantee results. You will create powerful results by having the courage and determination to forward the action in your life.

During the time we spend together in our coaching sessions, I will devote my time, thoughts, and energy to you, exclusively. In between our sessions, I may not be instantly available, as I may be attending to others, or myself. I will however, always attempt to be available within 24 hours.

I am partnering with you as a Coach, not a psychotherapist or physician, and will not diagnose psychological or medical conditions. If any issues come up for you that should be handled by a licensed therapist or physician, I insist that you must attend to your health by contacting the appropriate professional.

As your Coach, I will bring attentive listening, understanding, belief in you and commitment to your success. You can expect me to challenge you, offer fresh perspectives, make requests (including assigning homework at times), acknowledge your wins, and guarantee utmost confidentiality (to the fullest extent of the law, and so long as I don't fear for your or another's safety) in this powerful, sacred relationship.

I am bound to abide by the Board Certified Coach ethical principles and code of ethics put forth by the Center for Credentialing and Education. Please familiarize yourself with them, they are found here: <https://www.cce-global.org/Assets/Ethics/BCCcodeofethics.pdf>

Coach (Chenel Mann, MA, BCC): _____

Date: _____

Client

I am motivated and committed to taking action on my determined personal goals. I realize that anything less than my intentional full participation will not lead to my success.

I accept full responsibility for myself and any actions I take that might result from Coaching.

I am under the care of a physician and healthy enough to engage in coaching.

I can financially afford the Coaching fee at this time. I agree to pay (or be autocharged) for coaching prior to or at the time of service. I agree that ultimately, it is my responsibility that my coach gets paid for the services I use.

I agree to honor my scheduled session times.

I have read and agree with the Coaching Guidelines and the Coaching Agreement.

Client (Printed Name)_____

Client (Signature)_____

Date: _____