



Coaching Services Agreement

Welcome! It is my pleasure to support you in reaching your goals!

This document constitutes a contract for coaching services with Carol Swift, ACC, Certified Life Coach with Swift Steps Forward. Please let me know if I can answer any questions before signing.

Coaching vs. Counseling

Both coaching and counseling utilize knowledge of human behavior, motivation and behavioral change, and interactive helping techniques. The major differences are in the goals, focus, and level of professional responsibility.

The focus of **coaching** is development and implementation of strategies to reach client-identified goals of personal life satisfaction and/or enhanced performance. Coaching may address specific personal/relational situations, projects, life balance, job performance and satisfaction, or general conditions in the client's life or profession. Coaching utilizes personal strategic planning, values clarification, brainstorming, motivational techniques, and other helping techniques.

The focus of **counseling** is identification, diagnosis, and treatment of mental and nervous disorders. The goals of counseling include alleviating symptoms, understanding the underlying dynamics which create symptoms, changing dysfunctional behaviors which are the result of these disorders, and developing new strategies for successfully coping with psychological challenges. Counseling clients are often emotionally vulnerable. This vulnerability is increased by the expectation that they will discuss very intimate personal data and expose feelings about themselves about which they are understandably sensitive. The client's past experiences have often made trust difficult to achieve. These factors give counselors significant power that creates a fiduciary responsibility to protect the safety of their clients and to "above all else, do no harm."

The relationship between the **coach** and client is specifically designed to avoid the power differentials that occur in the counseling relationship. The client sets the agenda and the success of the enterprise depends on the client's willingness to take risks and try new approaches. The relationship is designed to be more direct and challenging. You can count on your coach to be honest and straightforward, asking powerful questions and using challenging techniques to move you forward. You are expected to evaluate progress and when coaching is not working as you wish, immediately



address this so together you and the coach can both take steps to correct the problem.

Coaching Not Covered by Insurance

Unlike counseling, coaching is not considered a health care service and is not covered by health insurance policies.

Confidentiality

Coaching services are confidential. Information from our sessions will not be revealed to anyone without your written permission (see exceptions under Mandated Reporting, below.)

Session Fees and Payment

My coaching fee is **\$65.00 per hour** and is due at the time of service. Payments may be made via cash, check, or major credit card. Extended sessions may be scheduled in advance.

Late Cancellation Fee

Sessions cancelled without 24-hour notice are billed at the full session rate.

Communication Guidelines

Unless we are using a program where invitations are sent to you, it will be your responsibility as the client to call me at the scheduled time. Between sessions, I will make every effort to return your call, email or text message within 24 hours unless my "Out of Office" message is posted.

E-mails and texts are not secured modes of communication. Your signature indicates that you agree to receive texts and e-mails and will not hold Unlock Your Cage, LLC legally liable for any messages that are compromised after agreeing to use these unsecured modes of communication.

Your signature below indicates that you have read the Coaching Service Agreement and agree to abide by its terms including the following:

- 1) I understand that I am fully responsible for my physical, mental and emotional well-being during my coaching calls, including my choices and decisions. I am aware that I can choose to discontinue coaching at any time.
- 2) I understand that coaching is not to be used as a substitute for professional advice by legal, medical, financial, business, or other qualified professionals. I understand that all decisions in these areas



are exclusively mine and I acknowledge that my decisions and my actions regarding them are my sole responsibility.

- 3) I attest that if I am currently in therapy or otherwise under the care of a mental health professional, that I have consulted with the mental health care provider regarding the advisability of working with a coach and that this person is aware of my decision to proceed with the coaching relationship.
- 4) I understand that coaching is a comprehensive process that may involve all areas of my life, including work, finances, health, relationships, education and recreation. I acknowledge that deciding how to handle these issues, incorporate coaching into those areas, and implement my choices is exclusively my responsibility.

Signature of Client

Date



Coaching Client Information

Date: _____

Client Name _____

Date of Birth: _____ Current Age: _____

Full Address: _____

Primary Phone: _____

E-mail Address: _____

Place of Employment: _____

Occupation/Title: _____

Referred by: _____

Emergency Contact (name and phone):

Other Household Members

Full Name	M/F	Relationship	Date of Birth	Age
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