

Ally For Achievement Client Policies and Procedures

Welcome to coaching as my Client. I look forward to working with you. There are a few guidelines that I expect to maintain in order for the relationship to work. If you have any questions please ask.

Fees

Clients pay me on time and as scheduled unless prior arrangements have been made. Payment may be made by either cash or personal check.

Procedure

My clients report to office appointments on time and call at scheduled times as agreed. Come to the appointment/call with updates, progress and current challenges. Let me know what you want to work on, and be ready to be coached. Make copies of the Weekly Wellness Tracker prep form and bring or email me the completed for before each appointment/call. The agenda is client-generated and coach-supported.

Calls

Our agreement includes a set number of calls. If you or I are on vacation, we spend more time before or after the vacation to adhere to the agreement.

Changes

My clients give me 24 hours notice if they have to cancel or reschedule an appointment/call. If you have an emergency, we will work around it. Otherwise a missed appointment/call is not made up.

Extra Time

You may call between sessions if you need “spot coaching”, have a problem, or can’t wait to share a “win” with me. (Email is also convenient) I enjoy delivering this extra level of service. I do not bill for additional time of this type, but I ask that you please keep the extra calls to five to ten minutes. When you leave a message, please let me know if you expect a return call or if you are just “sharing”.

Problems

I want you to be satisfied with our relationship. If I ever say or do something that upsets you or doesn’t feel right, please bring it to my attention. I promise to do what is necessary for your satisfaction.

A Must

It is necessary for the client to implement the coaching for it to be a success. You have hired a coach to help you do things differently. If you choose to not use the coaching and keep doing what you have always done, you will continue to get the results you have always received.