



Mindful Guidance

COACHING AND COUNSELING

Coaching Sessions – How we roll and what to expect:

I am delighted to be your coach and look forward to coaching you toward creating the life you really want to have. Please familiarize yourself with this information and know that if you have questions regarding these guidelines we can discuss them further.

The Coaching Relationship: Throughout our working relationship we will engage in direct and personal conversations. You can count on me to be honest and straightforward in asking questions and making requests. The power in the coaching relationship is held and granted by you. Our relationship is professional and strictly confidential.

Commitment: You are hiring me as your coach because you want to make significant changes. Some changes will sometimes happen fast and others will take more time. When implementing multiple changes over time, I suggest you make a 1 - 3 - or 6 - month commitment to the coaching process, depending upon the depth and breadth of your goals. This will allow the coaching relationship to develop into a more powerful force in your life. Upon completion of our coaching agreement, we can shift into to a month-to-month agreement or individual sessions as needed to maintain momentum or offer individual tune-up sessions for support as needed. When the time comes and you feel ready to complete our work, I request we have two more sessions in order to review and celebrate the progress you've made.

Fees: See professional fee schedule. If for any reason, you are not satisfied with the way our work is progressing, please offer me your honest feedback. Sometimes we need a course correction meeting, or you may feel this isn't meeting your needs after we adjust course. If you've purchased a package, and would like to request a refund, please refer to my policies and agreements form.

Appointments: Reminders: If you wish, you may elect to receive an email reminder 3 days in advance, and/or a text message 48 hours in advance through Yellow Schedule. Once received, just respond with a "Yes" to confirm or "No" to indicate you wish to reschedule. Please follow up with me by phone to reschedule. No other messages come to me through Yellow Schedule.

Other than that, please text me directly at **(207) 522-7312** to communicate any need to change time/day. Please let me know 24-48 hrs. ahead of time if some other day of that week works better for you. I will do my best to accommodate, but in the event we cannot find a mutually agreeable time to shift your appointment that week, we can add a session at the end or within the next

month. Missing appointments without advanced notice is considered a paid appt. If I miss an appointment due to scheduling error or unforeseen circumstance, I will gladly make it up or offer you a pro-rated refund for that session.

Procedure: Unless we agree otherwise, please call or initiate the video call at your appointed time via phone, FaceTime, Zoom, (<https://zoom.us/j/7328958825>. Meeting ID: 732 895 8825, or iPhone one-tap: US: +16465588665, 7328958825# or +14086380986, 7328958825#) or Doxy.me/lisalove. If I am not immediately available, try back in 2-3 minutes – it probably means I am transitioning, reviewing your notes ahead of time or completing a session and need a couple minutes. If I do not answer on your second attempt, I will call you at my earliest convenience – something urgent may have come up.

1) Please download, fill out and then scan your forms to email them to me or snailmail in advance to 183 Park Row Brunswick, ME 04011 **so that I receive them 24 hours in advance.** My email: mindfulguidance@protonmail.com. Please text me to alert me that you've sent them @ (207) 522-7312.

2) Our first session will last 90 mins and subsequent sessions will last 60-75 mins. After our first discovery session, use your Coaching Prep form and email/mail in advance, or bring if in person, to share with me. Please text me to alert me that you've sent this.

3) We may start our session with a transitional experience/exercise to help you become more present, centered and grounded or to create sacred space in support your transformation. This is your time, established for deeper inquiry, reflection, and openness to the creative process of discovery/healing/growth.

4) We will then clarify your intention for our session, which you may have previously jotted down on your coaching prep form, or it may surface during our centering exercise. Your intention sets the tone for our work and can be as simple as, "Review my progress," or "Attend to my sense of overwhelm about. . ." or " I'd like to focus on _____" If you don't have clarity about the direction our session could go, then share that and we can dig in together to see what we can discover. Also, if you have more than one area of interest, you or I can discern what's in your highest interest at this time to focus upon.

5) Then we will review your WINS sheet and touch base on your commitments you made from your previous session – this is not to judge you or your progress, but to gain opportunities for celebration for any steps taken, or to identify any obstacles (we like to call these "gremlins," in coaching lingo) that presented extra challenge for you.

We will likely use several different tools, reflective questions, visualizations and techniques during our sessions, over time, to see what works best to assist you in clarifying and actualizing your needs and desires.

6) I will take notes and encourage you to do the same during or after our sessions. Bring/use a journal or notebook. When you wish to capture something in writing, let me know, so we can suspend conversation to allow you time to capture something important for later reference. If you'd like, I can text you a photo of my session notes via text for your records.

7) About 10 mins from the end of our session, we will identify what steps you'd like to take in service of your intention/overall goals, in actionable terms, and confirm our next session. Then we'll close the session with your sharing your take-aways/insights/transformations and offer me any feedback on how the session went for you. I ask you to help take responsibility for wrapping up our session and know that I may need to interrupt you if we come up to the final 10 mins. Coaching requires clarity and accountability, so this format allows me to offer you that support. I will refer to the agreements you've decided to make in our next and subsequent sessions.

Extra Time: Feel free to call me between our scheduled sessions if you need a sounding board, have a problem, or want to share a success with me. I ask that you keep the calls to 10 mins. unless you wish to schedule an additional session for support, which will be pro-rated at \$2/min. Feel free to update me via email, and let me know if you would like a response or just keep me in the loop for our next session. I check my email twice daily during regular business hours.

Concerns: If I ever say or do (or omit) something that doesn't feel right, please bring it to my attention as soon as feasible. As your coach, I am 100% committed to your needs and success and will do everything I can to ensure you feel heard, understood and respected. I always appreciate courage in giving honest feedback and requests for any changes in my approach when needed. Likewise, if I need to address an issue that feels counterproductive in our coaching alliance, you can trust me to bring it up with compassion and sensitivity.

MindfulGuidance – Coaching & Counseling
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