

Client Policies & Procedures

I look forward to coaching you to accomplish exactly what you REALLY want. Please familiarize yourself with the following policies and procedures. If you have any questions, please call me.

- Philosophy** Kathleen Hassan/Confident Girls Powerful Women Coaching honors the client as the expert in his or her own life and believes that everyone is creative, resourceful, and whole. Kathleen's main responsibility, then, is to:
1. Discover, clarify, and provide direction for what the client wishes to achieve
 2. Encourage self-discovery to clarify client's purpose and direction
 3. Assist client in generating his or her own solutions and strategies
 4. Hold the client accountable for change without ever condemning
- Fee** All coaching payment transactions will be paid through my secure online shopping cart. For your convenience you will only have to submit your payment information once and you will automatically be charged monthly until you decide to stop. Your payment for the upcoming month of coaching is due in full prior to that month's coaching. Payment is a powerful means of declaring and sealing your commitment to yourself, this process and your dreams.
- Procedure** It is recommended a client commit to at least 3-6 months of coaching to make real progress towards desired changes. I bill monthly for three coaching sessions and require that these three sessions take place in the course of one month. All coaching sessions will be conducted over the phone or via Skype.
- Calls** Please call me at **(617) 620-9760**, or connect via Skype **KathleenHassan** for all scheduled coaching calls. This is your special time and therefore needs to be free of interruptions. Be sure you have a quiet place to speak so that you can be present, focused and relaxed. If you have call waiting, dial *70 to disable before the call. Please be on time for our session –whether by phone or in person. Showing up late for your call does not honor your commitment to yourself and to the coaching. Please come prepared – stop what you are doing 10 – 15 minutes prior to our call to get centered and to review your week and what you want to work on during the session. Our sessions are 45 minutes in length. Please keep this mind so we can remain on time.
- Changes** If you need to reschedule your call/session, please give me at least 24 hours notice by phone. If you have an emergency or are sick, we will reschedule. There may be occasions that I need to reschedule a call as well. In this case, I will let you know at least 24 hours in advance. If you do not show up for a scheduled call, the session will not be made up. If you need to cancel a rescheduled session, the call will not be made up. If you go on vacation and cannot make your regularly

scheduled call, we will make up the time either before you leave or after you return.

**Additional
Time**

You may email, text or message me through Facebook in between our scheduled sessions if you need advice, have a problem or want to share a success with me. I will respond within 24 hours (usually sooner). My e-mail address is **Inspire@KathleenHassan.com**.

Concerns

If I ever say or do anything that upsets you or does not feel right please bring it to my attention. I promise to listen without judgment and do what is necessary so that you feel heard and honored. My coaching client list is strictly confidential, as is anything that is discussed in our sessions, with the exception of the possibility of you doing harm to yourself or others. I respect the client's privacy and do not share information unless authorized by client or required by law.

Ethics:

As a professional coach, I acknowledge and honor my ethical obligations to clients and colleagues alike. I pledge to conduct myself responsibly and with the highest degree of integrity and accountability. I strive to be of maximum service to clients and colleagues and avoid any action that might bring harm to them or to coaching as a profession.

Indemnification

Clients entering into a coaching relationship agree to indemnify and hold Kathleen Hassan/Confident Girls Powerful Women Coaching, its parents, subsidiaries, affiliates, officers and employees, harmless from any claim or demand, including reasonable attorneys' fees and costs, made by any third party due to or arising out of use of the service.

I have read and understood all terms of these policy guidelines. If the actual client is younger than 21 years of age, then this must be signed by a parent or legal guardian.

Name: (print) _____

Signature: _____

Date: _____