

Life Q & A Coaching

Questions and Answers for Everyday Living

Welcome to Life Q & A!

Thank you for your inquiry regarding my coaching services and congratulations for taking the first step towards having the life you want. The purpose of this packet is to provide you with some important information before we begin this process. I hope to answer some questions you may have and provide you with some insight as to how we might work together to change your life.

Some of your questions may include the following:

Is this therapy? - No, coaching is not therapy. While both are very valuable in moving you past roadblocks in life, their approaches differ in many ways. Coaching is about taking you from where you are now and moving you forward. Therapy often involves extensively examining your past to define how you got here in the first place. Additionally, there are some clients who benefit from working with both professionals concurrently. Finally, and foremost, coaches do not diagnose or treat any psychiatric disorders.

So, what is coaching? - In short, it's a collaborative process, in which I help you define, speak out loud and strategically move toward what you really want in life. I will help you win at the games you play in life and I will help you find success as **you define it - and deserve it!**

How will you help me do that? - Bringing to our relationship my personal, professional and educational experience allows me to utilize many skills in the programs we will work together.

- I listen to you - not for judgment but for understanding
- I ask questions that allow you to think in new and revealing ways
- I motivate, encourage and support you every step of the way
- I share resources that will assist you and provide good information
- I help you reveal, define and then focus on your true passions and dreams
- I co-create a supportive structures and environments in your life - ones you can count on
- I hold you to your inner highest standard - accountable to your personal best!

Who uses a coach? - Individuals, families, small companies, large corporations and.....you! Coaching is found in every industry and situation you can imagine. Life provides an abundance of circumstances, coaching provides and abundance of support.

Successful coaching clients typically have just a few factors in common-

1. They are willing to ask questions and challenge perceptions.
2. They are willing to reveal the truth, learn from it and take action.
3. They have a vision, although frequently clouded, of a better life.
4. They are highly functioning, intelligent people with a desire to realize their best.

How long should I expect to need a coach? - The average amount of time clients keep their coaches varies based by client and situation. I request a 90-day minimum commitment from my clients. I find it allows their success to evolve more rapidly since our relationship has some time to grow. The truest test though, is simply this: Are we both still benefiting from the relationship?

What types of things do I work on with you as my coach? - What you want - What you need. I define it as having less and having more.

Having Less:

Fear / Frustration / Boredom / Resentment / Disappointment / Doubt / Confusion / Overwhelm / Indecision / Exhaustion / Emotional and Financial Bankruptcy

Having More:

Joy / Hope / Confidence / Balance / Abundance / Peace / Energy / Motivation / Clarity / Action / Time / Fun / Productivity / Freedom / Courage / Money

Seriously, can you really do all that? - No, not without you! This isn't a get the "Cliff Notes" to happiness program; it's more like a gym. I'm your personal trainer and I provide the equipment and the environment for you to succeed. You have my resources and training at your disposal - **BUT** - it's up to you to use them. We share the responsibility of this journey together. I can truthfully say that, I will hold you accountable right up to the moment you quit, but I'd rather you had let me go. I want you to let me go because you've finally got less of and more of the things you want - we've succeeded. And most importantly, you've got the skills to keep it that way.

So, my answer is *yes - passionately, wildly, YES*, we *can* do all that and more!

What kind of resources are you talking about? - I have a treasure trove of goodies in addition to our regular coaching sessions, like - Program Homework, Assessments Tests, Reading, Referrals, Writing Exercises, Drawing, Puzzles and Action Assignments. We'll select what's best for you, and in the end, probably use them all!

How do we do this coaching thing? - One of the greatest testaments to the power of coaching is it's powerfully effective in many mediums. Some coaches have local "face to face" practices and some do speaking tours. Corporate coaches often go on site to deliver their programs. Many coaches have international practices sustained entirely via phone, fax and e-mail. I utilize several methods to best serve my clients needs.

Policies and procedures you should know up front:

Rescheduling: Coaching time is priority time for both of us. Changes in our schedules are inevitable from time to time, but please provide a 24-hour notice except in the case of an emergency.

Billing: Payment in full, for the program selected, is due at our first appointment each month or program cycle. I accept business and personal checks, credit card payments, money orders, and cashiers checks. Failure to pay on time or without repeated prompting hurts our working and professional relationship as much as my not showing up or multi tasking during our sessions.

Extra Time: If we run over, don't worry. I'm prepared for some things to take longer than the scheduled time - some things, not everything.

E-mail and Updates: If you're facing a difficult challenge or an exciting development, **I want to know**. Call or e-mail me for a quick update - included in your regular coaching fees.

Confidentiality: The client/coach relationship is both personal and highly professional. My clients must always feel safe in what they share. I encourage you to share the unexaggerated truth with me – I'm ready to hear it and it remains safely in my care. I have a strict **NO DISCLOSURE** policy.

Referrals: I love and appreciate them! When you begin to see results - please share your experience and my name, with others.

Satisfaction Guarantee: I intend to bring the best of myself to my clients and strive to provide value during every call. We close each call with a brief assessment of that value in order to be sure we're on track together. If for any reason, you don't feel you're getting the value you expected within the first 3 sessions, you can request a full refund of all fees paid to date. Your success is important whether it's as my client or not. If we discontinue our relationship, I'll gladly help place you with another coach if you wish.

Call Etiquette: Please, give yourself the gift of our time together. Make sure you're in a quiet place, free from interruptions and distractions.

I hope I've been able to answer many of your questions. If not, please bring them to our interview call. I look forward to getting to know you.

Thank You!

Life Q&A Coaching - Basic Coaching Agreement
Coach Terri Zelenak – Founding Coach

As the COACH, I agree to the following:

- To, without judgment, explore and examine your current life plan and its effectiveness in getting you the results you want for yourself
- To partner with you in crafting strategies to promote action in the direction of your most authentic self and your truest dreams.
- To stay in learning mode in order to continuously improve my skills allowing me to always bring value and cutting edge information to you as my client
- I will honor you by being punctual, flexible, reliable, respectful, confidential and professional in all aspects of our coaching relationship. I will firmly adhere to the code of ethics as outlined by the International Association of Coaches and the International Coach Federation.
- I will support you, champion you, challenge you and frequently make specific requests of you including assessments and homework
- I will be honest and state openly that I am NOT qualified to diagnose or treat any medical or psychological condition. If there are medical or psychological factors at work in your life currently or should they become issues during our relationship, it is critical that you promptly seek the proper professional assistance.

_____ (coach)

date - _____

As the CLIENT I agree to the following:

- I have read and understand the details included in the Welcome Packet provided to me by the coach.
- I agree to be punctual, respectful and truthful at all times.
- I understand the nature of the coaching relationship. Furthermore, I realize that I alone am responsible for myself and any actions I take or don't take as a result of my coaching relationship. I hold my coach, Terri Zelenak, harmless from all legal action relating to the coaching relationship and services provided within it.
- I agree to the amount and terms of payment as outlined on my payment authorization form (attached)
- I agree that it is up to me to bring my best to the coaching relationship and failure to do so will not lead to my full success. I therefore agree to take action when necessary, respect truth when revealed and complete all assignments with the best of my integrity.

_____ (client)

date- _____