

Coaching Information

&

Agreement

Booklet



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Welcome

Thank you for your interest in coaching.

This document is designed to provide you with information to better understand what coaching is and how to get the most from our coaching partnership. It is also an agreement between the coach and the client (you) on certain requirements and procedures we both need to follow for mutual benefit and protection.

Please read and study this agreement and don't hesitate to contact me further if you have any questions or concerns.

We look forward to working with you and supporting you if you choose to take this journey to achieve whatever it is you want.

Please contact us to arrange either your first session or a free information chat. We are here for whatever you need!

Warm regards

Lisa Branigan

Principal Coach

What is coaching?

Life coaching is a tool successful people use to achieve and create their ideal life.

Most people understand that a sports coach helps an athlete:

- Set and reach goals.
- Stay focused.
- Attain their p.b.(personal best).
- Accomplish more through support and training.

In a similar vein your life coach will:

- Encourage you to set and achieve goals important to you (even goals you may have thought unattainable).
- Focus you to produce better and faster results.
- Encourage you to do more than you would do on your own to attain your p.b. (personal best).
- Provide you with support, tools and structure to accomplish more.

How does your coach, accomplish this?

We will arrange a day and time to suit your schedule as a standing appointment. You will be called you at the agreed time.

Through phone coaching sessions your coach will focus on you and work with you to identify what is important to you in your personal or professional life. You will gain the ability to recognise, eliminate and replace obstacles or roadblocks that hold you back from the success you deserve. Your coach will enable you to find your own “answers” by:

- Asking questions
- Making specific requests
- Actively listening
- Expecting your best
- Being direct and honest
- Assigning homework
- Giving feedback/reflecting
- Being there for you

Coaching is like having a personal trainer for your life!!

What coaching is not.

Coaching is not therapy, counselling or psychology, which deal with past events and how they relate to your thoughts and feelings in the present. Coaching focuses on the present and future and is oriented towards the client setting goals so as to move forward.

Coaching is not consulting or mentoring in that the coach is not an expert or specialist in the clients' life and therefore does not give the client recommendations or solutions for problems but rather works with the client in drawing on their own knowledge and wisdom to find the solutions that work for them. The coach does not have the answers but has the questions that allow the client to find their own answers.

Benefits Of Working With A Coach

Who works with a coach?

People of all ages and walks of life find coaching beneficial. Professionals, business owners, parents, youth, men, women, entrepreneurs and people who desire change are some of the people who work with a coach. We typically work with busy women who are tired, stressed and overwhelmed with all they must get done in their personal or professional life. Coaching enables our clients to gain balance, fulfilment, happiness and the success they deserve. Regardless of their profession or personal circumstances all our clients are successful, resourceful and intelligent individuals that are aiming to get more out of life. We coach globally and accept English-speaking clients from any country. (You **don't** have to be female).

Let our twenty five years of business experience help you!

Factors needed for coaching to be a success.

Factors needed for coaching to be successful are that:

- The client realises that a gap exists between where they are in life and where they want to be.
- The client is prepared to learn, grow and **most importantly** take action to help close the gap.

If you recognise those two factors in yourself then you are ready to work with a coach who will help you develop the right strategies and plan of action to achieve your goals. Anything is possible in a coaching relationship and some people experience:

A more fulfilled, happier life.

As you identify what you want in your life, work towards achieving that and start seeing results you become happier and more fulfilled. You are now creating the life you want.

More time and productivity.

As you learn to set goals and work on your problem areas you become more efficient in other areas of your life, you find more time and become more productive.

Less stress and more energy.

Together we can work on things that drain your energy and cause you stress. By finding strategies to eliminate these things and by focusing on what gives you energy your life will flow, your energy will increase and your stress decrease.

Reaching goals faster.

Once you identify what you really want, set goals and begin to see ways to achieve this you are more likely to take actions to reach your goals. Our coaching partnership, with its special tools and techniques, will help you be more efficient and effective with your actions and time.

“One of the secrets of life is learning to make stepping stones out of stumbling blocks.”

Jack Penn

How We Coach And What To Expect From Us

Our coaching is delivered via the telephone which our clients love, because it saves them time and money, as they don't have to travel to an appointment. Clients tell us they feel more relaxed as they are in the comfort of their own home or office and being free of distractions are better able to focus on their sessions.

As your coach our focus and commitment will be completely on you and what you want in life: you are just as important to us as the goals you set.

You will be encouraged, challenged, questioned, made requests of, actively listen too and given feedback to help you stay focused in regard to your goals and vision for your ideal life.

We strive to be totally honest and direct.

If you coach notices something different in your manner or hear a strange tone in your voice, you will be asked about it. You will not be forced to share but often these are the times when issues get resolved. The coach will tell you what they hear you say, they may not always be right and you are invited to correct the coach when they're not. We will always be honest with you.

We give our best and expect your best.

Your coach will give their best at each session. Coaching will only be of benefit if you too are prepared to do your best and be your best. If you cannot do that on occasions we will do what we can to help you be able to attain your best.

We will make requests of you.

At times we will make a specific request of you to help you move forward. Such as "will you do X by next week?" You may adjust the request with "No, but I can do it within a fortnight (month etc.)" or "No, but I can do Y by next week". Rarely do clients need to decline a request if they realise it's open to negotiation.

Homework is given (yes, homework!)

Each session you will be given homework. It will relate to you reaching your goals. Typically you decide the actions you wish to take and your coach supports you and hold you accountable to carrying out those actions. Some weeks it may be a small task of thinking about a topic or sometimes it may be a larger task. It's up to you.

Your coach may provide information and may share ideas, view and beliefs.

I am happy to share my experiences, feelings, beliefs and the knowledge I have if you feel open to the idea and the situation is relevant and ethical. I will not force my beliefs or values on you and will always respect you as an individual who has personal beliefs, views and opinions.

Your coach is t here for you.

Coaching is a partnership and as your partner we want to share your highs and lows. Please let your coach know if at anytime you feel their service is not up to your required standard or you wish something to be changed. You can email, fax or ring us if you have made a breakthrough or a problem has arisen. Extra coaching can be scheduled if needed.

How To Get To The Most From Coaching

Come to each coaching session prepared.

This booklet contains a weekly summary form for you to use before each session. By spending 10-20 minutes on this form in setting goals, recognising obstacles or roadblocks and evaluating your actions for the week then emailing or faxing this to us 24 hours before your session, we will save valuable time and we will have a more productive coaching session.

Be clear on what you want.

Coaching works best when you know what you want and have clear goals. Sometimes we know we want change but are not sure of the goals. Coaching can help and there are many techniques and tools we can use to work out your ideas, goals and values. This booklet contains a coaching preparation form that will really motivate you with this before your free session. You can use this if you continue your coaching relationship with us or use it to work with another coach.

Be prepared to learn and grow.

Through coaching many clients make new discoveries about themselves. You will be able to make adjustments to your goals that fit in with what you learn and how you want your life to grow. Don't be concerned about new discoveries as it's a natural part of the new life you are trying to create.

Be willing and committed.

At times your coach will ask things of you, sometimes a lot but not more than you can handle (if they do please say so). You will be asked to set higher goals as you reach current ones. You will be asked to raise your standards, tell the truth always, be open to new ideas or perspectives and be willing to experiment with new approaches. It's up to you. Your personal growth will be a result of **how much** you are prepared to try new things and how far you are prepared to reach. You will need to decide what is best for you and we will support you in your choices.

Do your homework.

Each session you will decide on the action you will take for the coming week. Your coach will hold you accountable for the commitments you make at previous sessions and expect you to live up to your commitments. If you're going to have a busy week please let the coach know and they can set more attainable objectives. If you have time you may choose to work on larger tasks. Either way you are expected to stick to your commitments and will be encouraged to always do your best.

Be in a suitable environment.

It is best to take your call in a quiet area where there are no distractions and you can totally focus on the session. This may involve having someone baby-sit the children, removing pets from the room and turning off call waiting or your mobile phone. Have a pen, paper and glass of water close by. Coaching will not work for you if you are dependant on drugs or alcohol and we cannot coach you on these matters. It would be best to seek help from someone who is a specialist in these areas.

Policies and Procedures

Your coaching session.

We offer coaching by appointment via the telephone for 45-minute sessions. You may also receive email support between calls to offer encouragement, reminders, feedback, and anything else you may have discussed that needs to be sent to you. Phone sessions are usually held the same day and time. The weeks you do not have a phone session is when you will have a chance to coach yourself and spend more time on your action steps.

Team coaching is also available to businesses and organizations by arrangement.

Extra calls or emails.

If you have a problem or made a breakthrough and you want to share it please feel free to email, fax or call us and we will endeavour to get back to you within 48 hours (usually 24 hours) excluding weekends and public holidays. While we have time to talk between our regular calls and enjoy being able to offer you this level of service, we will not charge you for this time. We ask that you limit unscheduled calls to 5-10 minutes and you ring between the hours of 8am – 5pm (Australian W.S.T).

Rescheduled, cancelled or missed calls.

We require that you make your coaching sessions a priority and request that you be ready for your call at the agreed time. On the rare occasion you need to reschedule or cancel a session due to unforeseen circumstances please give at least 24 hours notice (*preferably more*). Except in the case of an emergency you **WILL** be charged for last minute cancellations and any scheduled calls you miss.

In the event your coach needs to reschedule or cancel a session we will give, (you), the client at least 24 hours notice. In the event we are unable to do this we will add a free coaching session to the current months paid sessions.

Confidentiality.

Successful coaching requires us to have a trusting partnership. It is unethical to discuss a client's business with anyone. Our conversations will remain as confidential as is legally possible.

Contracts.

A one-month coaching contract can be entered into and negotiated on a monthly basis thereafter. A monthly contract consists of four 45-minute phone sessions, unlimited access to our email, extra calls limited to 5-10 minutes between the hours of 8am-5pm. While you may choose to commit to one month of coaching at a time we strongly recommend you consider committing to coaching for a minimum of 3 months as the benefits of coaching build up over time. In this way you will make this experience as valuable as possible. **Casual coaching sessions are also available. See below**

Payment and Fees

Payment

On agreement to coaching, a payment option will be emailed to you. Your coaching session or sessions need to be paid for by the day of your first session.

Payment can be made by:

All clients

- Credit card-online via Paypal

Australian clients

- Cheque or money order made out to-Lisa Branigan
- Direct debit online (account details will be given on request)
- Account deposit at any National bank (account details will be given on request)
- A.T.O. training voucher

Fees

Individual Coaching Contracts

Casual sessions booked and paid in advance. **AUD \$95.00**

One month coaching fee to be paid in advance at \$85.00 per session. **AUD \$340.00**
(email me for other currencies or contact your bank for exchange rates)

Monthly contract fees include:

- Four 45-minute phone sessions
- Unlimited access to my email (response time of 48 hours, excluding weekends and public holidays)
- Extra calls limited to 5-10 minutes
- Free coaching tools as/if required
- Free surprise gift

Fees for group/team coaching sessions, workshops or seminars on application.

Recommended Program

While you can chose any coaching session format that suits you, often clients ask us what type of program we would recommend. For maximum benefit 12 weeks of continual coaching would be our recommendation. We realise this is not always suitable for everyone's budget and so are flexible to accommodate for this. Please discuss this with us after your first session.

Client satisfaction

Please help us to make you a satisfied client. Let us know if we ever say or do something that upsets you or makes you feel uncomfortable. We can then resolve the issue and return to our coaching session.

Referrals.

Many of our clients come through referrals. If you have enjoyed your coaching sessions and feel it has been of value to you we ask you share this experience with others and refer Quantum Coaching to anyone you feel may be interested in what our coaching offers.

If any of your referrals go on to become my clients I would love to send you a thank you gift.

I.A.C and I.C.F code of ethics.

We also follow the International Association of Coaches (I.A.C.) and the International Coaching Federations (I.C.F.) code of ethics. Please refer to their websites for further details or contact us for a hard copy.

www.certifiedcoach.org (I.A.C.)

www.coachfederation.org (I.C.F.)

Coaching Contract

I _____ (full name) of _____
_____ (address) _____ (phone)
agree to telephone life coaching session/s with Life Coach _____
and to abide by this contract.

I have read the coaching information and agreement booklet outlining the requirements and procedures to get the most from my coaching. I accept these requirements and procedures and will abide by the coaching agreement.

I understand that my coach will support me in my goals and actions but will not provide “answers” to my problems nor will she tell me what course of action to take. I will take full ownership of the goals I set, answers I discover and actions I take during my coaching contract and release the coach (_____) of any liability that result from my decisions.

I understand each phone session is of 45-minute duration, last minute cancellations or missed calls WILL be charged for and time will not be added to calls that begin late.

Signature: _____

Date: _____

Phone: _____

Email: _____

Please return signed and dated contract, before your first paid coaching session, to:

*Post: Quantum Coaching
PO Box 909
Margaret River WA 6285
AUSTRALIA*

*Fax: (08) 9757 3750
+61 8 97573750*

Email: info@quantumcoaching.com.au

Name: _____

Ph: _____

Session date/time: _____

Email: _____

Coaching Preparation Form

What goals, if any, do you have for the next 12 months?

1.
2.
3.

If you were to die suddenly tomorrow, what are the 5 things you will regret never doing, achieving or accomplishing in your personal or professional life? List things that would of been fun or made your life more enjoyable, not things you'd regret out of guilt.

1.
2.
3.
4.
5.

Please rank the above 5 things in order of importance to you. (Number 1 is of greatest importance).

1.
2.
3.
4.
5.

What is stopping you doing, achieving or accomplishing the top 2 things on your list?

1.
2.
3.
4.

Study these values below:

- | | | |
|------------------|----------------------|-----------------------|
| Family Happiness | Self Respect | Generosity |
| Competitiveness | Recognition | Wisdom |
| Friendship | Advancement | Spirituality |
| Affection | Health | Loyalty |
| Cooperation | Responsibility | Culture |
| Adventure | Fame | Inner Harmony |
| Achievement | Involvement | Order |
| Wealth | Economic Security | Creativity |
| Freedom | Power | Peace |
| Integrity | Personal Development | Fulfilling Employment |
| Self Happiness | Other: | Other: |

***Which of these motivates you? Which of these gets you excited?
Which of these drives you into action?***

Write your top 5 values in order (of motivating power) below:
(With number 1 motivating you the most down to 5 which would be the least).

1.
2.
3.
4.
5.

Please email, fax or post this form 24 hours before your first session.

Name: _____

MY WEEKLY SUMMARY

Please fill out the relevant sections below and fax/email 24hrs before your next session.

Actions I took:

I feel:

My progress:

My difficulties:

Next step/s:

Support/coach me on:

Something else to tell you: