



**Hello! I look forward to a mutually satisfying coaching experience, thank you for the privilege of working with you! Here is some information I'd like you to know about our time together in a coaching relationship.**

### **What to Expect:**

The coach/client relationship grows into a tight bond. I am your champion--cheering you on, celebrating your wins, and holding you up during those difficult times. My clients and I tend to grow very close as we build mutual respect and a safe environment for the client to explore their deepest fears, visualize their greatest dreams, and celebrate their most amazing wins.

Alongside of Mindset Mastery, strategy and methodology play an equal role in your success. I will ask for access to your P&L's and any other documentation that will help us to keep your business on path to your ultimate vision. I am a "directive" coach by nature. What that means is that I will not make you work for the answers if my years of experience have already provided them to me. At times, I may advise you unlike many coaches. However, the decisions are 100% yours and I will support you in whatever steps you take.

### **Our session structure:**

Unless it is for the purpose of learning a strategy or repetitious task, I do not believe in a cookie-cutter approach. Therefore, I cannot tell you exactly what each session will look like or what will occur. Communication and learning styles vary from person-to-person; I adapt to my clients' style to make our time together productive, supportive, collaborative, and creative.

Each session will differ, depending on your needs at the time. That does not mean, however, that you will not have structure. Goal-setting, accountability, strategy, and progress (or the lack of) are all things we keep track of.

Sessions are 50-minutes in length, typically three times a month. With that said, I am generous with my time and have been known to go over the 50-minute allotment when I find it necessary. (Or, sometimes just because we're having a great time!)

**Guarantee:** I am proud to say that in 16 years of coaching I have never been asked for a refund. Synergy is important in any coaching relationship and hopefully our consultation has shown that we are on the same page and will enjoy this journey together. Not to say there won't be hills to climb, but I will be at your side every step of the way! To offer a second opportunity to test this compatibility, I allow for a full refund (minus credit card processing fees) if, for any reason, you are not convinced of the value of our relationship after our first session. I also reserve the right to decline the continuation of our work if I see red flags that indicate our time together will not be mutually satisfying.



**Between Session Support:** I enjoy being available to my clients for brief phone calls, occasional texts, and reasonable email support. My experience shows that clients who keep the momentum going between sessions are the clients who achieve the greatest success. I've never had a client abuse this offer; however, it's important to set guidelines:

- “Brief phone calls” are considered about 5-10-minutes long. If I am available and a full session would be beneficial, we will schedule an “emergency” session.
- Email support includes questions, request for resources or information, status updates, sharing of great news, and emotional support and encouragement. While I do make exceptions, I do not review long documents or perform lengthy research between sessions. However, if you require support in these areas, a session may be used for these purposes.
- Text messages are meant to relay small pieces of information. If you've got more to say, call or email me!

It's recommended that you call my cell phone number between sessions, 630-802-6393 (call my office number for sessions-630-544-6445). If I am not available, I will return your call as soon as possible. Please leave a message along with your phone number.

**Missed Sessions:** I understand that life happens and do my best to be flexible with scheduling. Please allow for a 24-hour notice prior to rescheduling your sessions. Missed sessions count toward the allotted number of sessions. Again, there is room for flexibility here, but if a pattern of last-minute rescheduling requests or missed sessions occurs, this policy will be enforced. Exceptions are medical emergencies.

**Session Time vs. Value of My Time & Expertise:** The package you have purchased includes up to 18, 24, or 36 sessions within a specified period of time. However, my clients pay for my time and expertise, not my hours. If you find complete satisfaction in fewer sessions than your package allows, you are welcome to forfeit the sessions remaining.

**Disclaimer:** While we will most likely do some deep work on mindset, limiting beliefs, fear, and emotions/experiences that may be holding you back, please know that I am not a mental health professional. I am a trained life coach, certified EFT & NLP practitioner, trained business coach, Reiki Master, and have taken courses in Emotional Intelligence. I offer the wisdom and experience that comes with 15 years of full time coaching and life as an entrepreneur, in addition to an innate ability to discover limiting beliefs and assist in eliminating them once and for all.

We have an exciting journey ahead--I look forward to working with you!

Marla