



## Coaching Program Agreement

Thank you for committing to your success, and for trusting Positive Results to support you in the process of achieving your goals. We look forward to working with you!

Coaching supports high-functioning individuals or teams to achieve targeted success by helping them set, or clarify, goals and work towards the achievement of their dreams, and objectives. Your coach / mentor will work collaboratively with you using inquiry, exploration of alternatives, brainstorming, goal setting, teaching or skills transfer, and specific action to help you create the Positive Results you are looking for!

This letter provides an overview of our coaching and mentoring services and clarifies our focus for the process. By signing this document we establish our mutual commitment to this process and to working together to manifest the success you seek.

Below are some of the key points you should know about how we approach coaching and mentoring at Positive Results:

- COACHING FOR RESULTS™

- STRATEGIC PLANNING SESSIONS

- KEYNOTE PRESENTATIONS

- CONFERENCE BREAKOUT SESSIONS

- TRAINING

### 1. CONFIDENTIALITY

When you have hired us directly our sessions are completely private and confidential.

When we have been hired by your organization, if requested to do so, we will provide periodic updates to the corporate sponsor or your boss, on the progress we are making and our recommendations, but will not disclose the content of our discussions or anything you share.

Please be aware, we are not covered by any kind of client privilege. I am required to report illegal activities to the proper authorities and may be compelled to testify or relinquish your client file if it is subpoenaed by a court of law.

We will not give out the name of any client as a reference without their express consent. Our relationship is confidential unless you wish to tell someone about it.

### 2. AVAILABILITY

When possible, our first session will be in person and approximately one hour in duration. All subsequent sessions are between 30 - 60 minutes and are often conducted over the phone. (To be determined based on your coaching package) Our time together is very important and I want to make sure that you feel supported as you take steps towards your goals.

I am available between sessions for the occasional brief phone call. In addition, you are encouraged to email me at [Jannette@positiveresults.ca](mailto:Jannette@positiveresults.ca) as often as you wish with questions, requests for advice, or to share an insight or success!

If you need to reschedule, please provide at least 24 hours notice.

### 3. ABOUT THE SESSIONS

Thirty to sixty minutes per coaching session is indeed enough time to achieve major impact. We will be focusing on specific skills or aspects of the goals you have set. It also helps if you bring questions, problems, or situations to each session to discuss so that our coaching time will be more effective.

Five minutes prior to the end of your time we will summarize the call and establish goals to be worked on before the next coaching call.

Should you wish to extend the session, we can do so time permitting. The fee for the extended session is the regular hourly rate.

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*Our Name IS Our Promise!*

**4. OUR FOCUS**

We will focus on three areas. Strategic objectives, tactical implementation, and dealing with any personal or professional issues that will block you from achieving your goals. In particular we will work with you towards incremental improvements in the areas of your weaknesses and, most importantly, on building on your strengths.

**5. COMMUNICATIONS**

Candor is valued and expected. Throughout our relationship you can expect me to be honest and straightforward—I will tell you my opinion and perspective. Please know that I honor your right to choose what you do with that information.

To be the most effective we need to have a relationship of mutual respect, honesty, and openness. Please let me know what style of communication you prefer and whether what we are doing is working for you. If not, we will adjust until our process and interactions are effective and supportive for you.

**6. COACHING AND MENTORING**

By today’s definition coaches help a client discover their own answers through asking a series of questions. Mentoring is the sharing of expertise and providing suggested courses of action. During our sessions, I will be wearing both a coaching hat, helping you tap into your own wisdom and create solutions that support the achievement of your goals; and a mentoring hat, by providing insights and suggestions for improvement based on decades of experience, honed intuition, and facilitative training.

**7. ABOUT GOALS**

We will establish the focus of the coaching process during our first few sessions. Moreover, it is possible that as we proceed your goals may change or shift in priority. I will work with you to ensure that the focus is on achieving the greatest value from our time together. As part of the process we will establish metrics—measurements that will help us know when we have accomplished the goals.

**8. ACHIEVING MAXIMUM BENEFIT**

Real changes began to occur when you made the decision to proceed with coaching. You have made a tangible commitment to your own excellence, success, and expansion.

The following will help you achieve the best results from your coaching process:

- Prepare for your coaching calls ahead of time—email me your Coaching Call Preparation Form at least 24 hours in advance (preferably 2 days before our call or meeting)
- Take the action steps that you and your coach agree on—avoid procrastination
- Ask questions as they come up and be open to change and suggestions
- Be honest with yourself and your coach; we are partners in your success

If you have any questions about the coaching process or this agreement, please call me at (403) 615-3838 or email [Jannette@positiveresults.ca](mailto:Jannette@positiveresults.ca).

**Congratulations again on taking this important step towards your personal and professional advancement! I am excited about working with you.**

**By signing below we are indicating that we are committed to the process as outlined above, and to working together to help \_\_\_\_\_ achieve the success they desire.**

\_\_\_\_\_  
Coaching Client

\_\_\_\_\_  
Positive Results Coach

\_\_\_\_\_  
Sponsor

Date: \_\_\_\_\_