



***Coaching with Elisabeth for:***

*Management, interpersonal and communication skills  
and dealing with change*

**What is Coaching?**

Coaching is a different kind of conversation.

It provides you with a safe space to think about what is important to you at a given point in time. The coach will listen to you with undivided attention and ask questions or give you feedback to help you with your thinking.

Coaching helps you to access what is important to you: your values, your beliefs and your feelings.

The coach might challenge your view of what is happening and help you to explore other possibilities that might shift you to a new more resourceful perspective.

Above all, coaching is about helping you to discover the answers and solutions that will work for you. Coaching can uncover new learning for you to consider and evaluate, and so enable you to shape a way forward that you are happy to commit to.

**Establishing a programme of coaching**

A coaching programme is agreed through conversation between the client and the coach. Coaching programmes typically consist of between 3 to 6 sessions of 60-90 minutes each, spaced fortnightly or monthly apart.

Coaching programmes typically begin with a 30-minute *pro bono* session to establish whether the client and coach believe that they will form an effective coaching relationship. The pricing for subsequent sessions will depend on whether the client is a business or personal client.

Any coaching covered by RiverRhee's partnership with Lighthouse Coaching 57 is on a *pay what you can* basis – the income from which will be donated to our chosen charities.

All clients are expected to provide formal feedback at the end of a coaching programme, the notes from which will be used to produce testimonials for my work.

## **Ethics**

I work in accordance with the code of ethics and behaviour established by the International Coaching Federation (ICF). The code of ethics can be viewed here: <https://coachfederation.org/icf-ethics>

## **Protecting your Information**

My ongoing professional development with the ICF requires me to record the names, contact information and start and end dates of all work with my coaching clients for verification if requested by the ICF. No other information will be shared.

According to the ethics of our profession, topics covered in my coaching may be anonymously shared with other coaching professionals for my on-going development for instance through training, supervision, mentoring and evaluation.

## **Your responsibility and commitment**

The coaching client has sole responsibility for their own physical, mental and emotional wellbeing, and for any decisions, choices and actions that they take as a result of the coaching interaction.

Coaching is a comprehensive process that may involve different areas of a client's life such as work, home life, finance, health, relationships, education and leisure activities. Deciding how to handle these issues and whether to include them in coaching conversations is entirely the client's choice.

Coaching is not therapy and does not substitute for any therapy that might be needed, nor does it prevent, cure or treat mental disorder or medical disease.

The client may choose to terminate the coaching relationship at any time.

## **Cancellation**

The client is expected to notify the coach at least 24 hours in advance of a coaching session if they need to cancel their appointment. Failure to comply with this timeline will result in a cancellation charge of fifty percent (50%) of the original fee. The coach will reschedule a cancelled appointment once only.

## **Limited liability**

Except as expressly provided in these Terms & Conditions, the coach makes no guarantees, representations or warranties of any kind or nature, express or implied, with respect to the coaching services negotiated, agreed upon and rendered. In no event shall the coach be liable to the client for any indirect, consequential or special damages. Notwithstanding any damages that the client may incur, the coach's entire liability under these Terms & Conditions, and the client's exclusive remedy, shall be limited to the amount actually paid by the client to the coach for all coaching services during the time involved in a given programme of coaching.