



www.liftedcoaching.com

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POLICIES & PROCEDURES

How We Will Breakthrough and Manifest Together

Welcome to the magic of coaching! It's an honor to be your coach, and I look forward to working with you every step of the way as this beautiful journey unfolds.

The relationship between a coach and client is Co-Creative, meaning that we are equals and both have an active role. I am not a therapist, counselor or consultant. I am a trained coach using honed communication skills to support you as a detached thinking partner. Together we create more power for you to effect meaningful change and take dynamic actions towards your life goals.

Your Role

- ❖ Please take time before each session to complete and email the Session Prep Questions I will provide to you by email. Use this email as a template to create a new email for your responses each week. The most crucial part is for you to envision and name what you would like to take away from each session. This is called the "Client Agenda". Starting with a destination allows a clearer path.
- ❖ Please "arrive" to each session on time, whether by phone or in person.
- ❖ Come to your session centered and ready to engage.
- ❖ Give me feedback in the moment about your coaching experience -- what works, as well as what does not. Open honesty fosters productivity in this space.

My Role

- ❖ I will listen closely to you, respond to what I hear, and ask questions. If I hear something in your voice or language that sparks an intuitive thought, I'm likely to ask you about it. Often, it is the small moments that bring about **BIG** shifts. If I'm not on target, just tell me. I'm not attached to being right.
- ❖ At the end of the session, if you do not mention what actions you are ready to take, I will make a coach request. I ask clients to stretch themselves, deepen the work done in the sessions by writing, taking some action, resolving relationships or things that feel incomplete. You are free to negotiate, accept or decline.

Extra Time

Between sessions, if you have questions, a brief update, or want to bounce some ideas around, please contact me by phone or email. Please keep these contacts succinct. If it seems like it will be better served as session material, I'll request that. The time allotted for this will be detailed, after being mutually agreed upon, in the Client Information & Coaching Terms Form.

Ways You Can Get More from Your Coaching Experience

- ❖ Make your coaching sessions a priority. Come to each call/visit with a specific agenda a clear understanding of what you'd like to take away from the session.
- ❖ Do your own work between sessions. Use what you learn. Complete what you agree to do. Invest in yourself!
- ❖ Be open-minded. Try new approaches. Experiment.
- ❖ Be willing to change your beliefs and patterns if old ways do not serve you anymore.

Fees

- ❖ My fees are fully disclosed in the LC Monthly Packages document.
- ❖ I accept and prefer Visa or MasterCard payments. If you must pay by check, please send checks for 4-weeks in advance as they must clear prior to the first session.
- ❖ I will automatically charge your credit card at beginning of each month that we agree to work together. You will receive a receipt by email at the time of the charge. Print and keep these for your records. My fees may be tax deductible as a business expense. Please check with your CPA.
- ❖ All payments will receive an emailed receipt.
- ❖ Please budget for investing in yourself. You are worth it!
- ❖ I do not accept late payments. Please make certain funds are available.

Session Procedures

- ❖ All session contact details will be disclosed by email at least 24 hours before scheduled session.
- ❖ If you get an error or have trouble connecting, please call (773) 480-7771 for assistance.
- ❖ If you call too early, I may be with another client. You will need to call back.

Schedule Changes/Vacation/Business Trips

We will choose a time for our sessions. This will be your time slot. If something must change temporarily or permanently, I will be happy to work that out with you with at least 48 hours advance notice.

Please give our call high priority and arrange your schedule to honor our agreed upon time. If you must reschedule our call, I require 48 hours notice. In any case, let me know as soon as you are able. I will not reschedule no call/no shows (any cancelations with less than required 48 hours notice). If you have vacation or business trips that will conflict with our sessions, please notify me of these as soon as you have an itinerary, and we will discuss when to reschedule. I will do the same with you when I plan trips.

I'm looking forward to the *MAGIC* in our Coaching Relationship!