

COACHING AGREEMENT

Client Name: _____ ("Client" / "You")

Coach Name: Nicole Lance dba Mediate Forward ("Coach")

Client Contact: _____

Coach Contact: nicole@mediateforward.com
650 382 0088

This Agreement is entered into between Client and Coach as follows:

1. Structure

A. The Agreement has an initial term of 1 month beginning on the date below; thereafter, it moves to a "rolling month" basis if You wish to continue.

B. The first session can be booked through the website www.mediateforward.com or through email, with additional sessions booked in advance following the first session ("Sessions").

C. Sessions are conducted over Zoom or the phone unless otherwise agreed.

D. In between Sessions, a Client may want to share a success, have an urgent question or an issue that cannot wait to be dealt with in the next session. Coach will respond within 48 hours. Within reason, Coach will respond to these matters without charging a separate fee.

2. Fees:

A. Session rate, \$165 per hour

B. Payment is due immediately upon receipt of invoice, *by Paypal or credit card only*, except when otherwise agreed.

I have read this page and the next and I confirm my understanding and agreement to the terms by signing below:

Client: _____

Date: _____

Nicole Lance dba Mediate Forward _____

Date: _____

3. Coach's Commitment:

- 3.1 Coaching sessions are designed to help Client more effectively deal with a conflict with another person(s) that they have identified by utilizing a methodology taught by Community Boards in San Francisco.
- 3.2 Coach helps Client achieve this broad goal by assisting Client to 1) identify their needs and interests that underlie arguments and positions; 2) expand their perspective concerning the conflict; 3) identify the needs /interests of other people relevant to the conflict; 4) brainstorm possible ways to meet the needs/interests identified above; 5) evaluate and create criteria to help select possible solutions; 6) develop a variety of mostly communication and decision-making tools to address, manage and/or resolve conflict; 7) create a list of actions, a set of actions that can be taken to accomplish Client's goals; and 8) feel empowered to positively address the conflict.
<https://communityboards.org/resolution-services/conflict-coaching/>
- 3.3 Improving communication and decision-making capability is a major focus. Therefore, Coach will help Client 1) by providing resources to consult, general information (not advice), and help figuring out what information is needed, if Client requests such help and Coach feels competent to provide; 2) get clarity on what the relevant facts are and insight as to how to interpret them, where relevant; 3) stop and think long enough to permit calm analysis, prevent rash decision-making; 4) broaden perspective and consider new choices, while considering consequences; 5) document client actions and directions.

4. Client Commitment:

- 4.1 You agree to pay timely all fees on the terms set out in this Agreement.
- 4.2 You agree to call or meet Coach at the specified times.
- 4.3 **You agree to be honest, open, and to embrace all of the attitudes and responsibilities set forth below.**

5. Client Responsibility:

- 5.1 You enter into this Agreement understanding that You are solely responsible for creating your own results. You understand that achieving your goals cannot be guaranteed and no warranties are given.
- 5.2 You understand that coaching is **not** counselling, psychotherapy, or any other form of mental health care treatment, nor is it a substitute for professional advice by legal, medical, financial, business or other qualified professionals.
- 5.3 **You will seek independent professional advice, as appropriate.** All decisions and actions in these areas are Your sole responsibility.

6. Your Agenda:

- 6.1 The Session agenda belongs to You.
- 6.2 If the Session is not heading in the direction you would like, if the Coach ever says anything you don't feel comfortable with or if You have a concern with the way the Sessions are proceeding You will let the Coach know immediately.

7. Confidentiality and Ethics:

- 7.1 Any notes that Coach creates during the Session or about You are kept confidential.
- 7.2 Coach will not disclose information shared in Sessions, except as you authorize or as required by California law.
- 7.3 On occasion, Coach may anonymously share generalized information for training or consultation purposes with other coaching professionals. An information that could lead to your identification will remain entirely confidential.
- 7.4 Coach shall provide services outlined in Par. 3 and shall otherwise act in a prompt and professional manner.
- 7.5 Coach shall follow the Golden Rule: do unto others as you would have them do unto you, holding herself up to a high standard of honesty and fairness.

8. Admin:

- 8.1 A Session may be refused if payment has not been made as required by this Agreement.
- 8.2 48 hours notice to reschedule a Session is required (otherwise Coach may charge for the Session, absent emergency)
- 8.3 E-mails or calls between sessions are welcome if you would like to share a success, have an urgent question or an issue that cannot wait to be dealt with in the next session. Within reason, they are complementary.

9. Termination:

- 9.1 Either party may cancel this Agreement by email or letter, with at least 7 days notice prior to a scheduled Session.
- 9.2 Coach may (in her sole discretion) immediately withdraw from representation if she believes that an ethical issue has arisen that warrants termination or she believes that someone is in danger or risk of harm.
- 9.3 Upon termination of this Agreement, Coach shall immediately cease to be liable to You in respect of the coaching Sessions.

10. General:

- 10.1 In the event of You choosing to feel mental, physical or emotional distress (or related ailment or condition) which You believe to be related to the coaching Sessions, You will not hold Coach (or any assignee) liable for any loss or cost incurred by you (or any person related to you). You will indemnify the Company in the event of any such claim, including attorneys' fees/costs.
- 10.2 Except as expressly set out in this Agreement, Coach shall bear no responsibility to You.
- 10.3 This Agreement reflects the entire agreement and understanding between You and the Coach.
- 10.4 In the event of a dispute, California law shall apply regardless of where Client lives or participates in Sessions from, and without regard to any other connections with another state other than California.

Additional Notes - For coaching to be as successful as possible:

- Your intent to listen deeply in order to understand in new ways and desire for change will be serious.
- You will make every effort to ensure You are at your peak mental, physical and emotional state for each Session.
- You are ready to work and receive feedback. You are willing to try new ways of learning, be honest and open, keep to your commitments and inform your coach immediately when things are not working for you.
- You are willing to explore, challenge and change thoughts, feelings and actions that you recognize as self-defeating.
- You understand your Coach will be focused on you and your best interests as a whole, not just your goals.
- You are willing to give the coach the benefit of the doubt and wholeheartedly try new concepts or different ways of doing/approaching things.
- You recognize the value and worth of yourself and the investment you are making in your personal development.
- You understand the need to plan the relationship ending in advance to allow for a degree of closure and wrap-up.