



Coaching Agreement with Jacqui Nissen

Coaching is a partnership with a client established to initiate a thought-provoking and creative process that inspires the client to maximize personal and professional potential. It is designed to facilitate the creation and development of personal, professional, or business goals and to develop and carry out a strategy and plan for achieving those goals.

Coaching is not therapy, counseling, or a substitute for professional mental health care.

1) Coach-Client Relationship

A. As your Coach, I agree to:

- a. Maintain the ethics and standards of behavior established by the International Coach Federation (ICF).
- b. Maintain a deep commitment to providing support that will contribute to the achievement of the Client's important personal and professional goals. However, the final decisions and actions are the sole responsibility of the Client.
- c. Communicate in an open and honest manner to enhance the coaching relationship.
- d. Prioritize scheduled appointments and be available for scheduled sessions, only cancelling if there is a true emergency. If the Coach cancels without at least 24 hours' notice for any non-emergency reason, the Client will receive one complimentary session in addition to the rescheduled session.

B. As the Client, you agree to:

- a) Be truthful and transparent with your thoughts, ideas, dreams, goals, and challenges.
- b) Be solely responsible for creating and implementing your own decisions, choices, actions and results from the coaching relationship and sessions.
- c) As such, the Client agrees that the Coach is not and will not be liable or responsible for any actions or inaction, or for any direct or indirect result of any services provided by the Coach.
- d) Release, waive, acquit, and forever discharge Jacqui Nissen, The You Advantage, LLC, their agents, successors, assigns, personal representatives, executors, heirs, and employees from every claim, suit, action, demand, or right to compensation for damages you may claim to have or that you may have arisen out of actions taken by yourself as a result of the coaching relationship.
- e) Committed to completing mutually-agreed upon actions with due dates towards the Client's goals.
- f) Schedule all coaching sessions using the coach provided link. Prioritize scheduled appointments, understanding that consistent rescheduling can slow progress, a request to reschedule may be honored up to two times



within a 12-month period. Exceptions may be considered for genuine emergencies. Sessions cancelled with less than 24 hours' notice, or no-shows, will be considered used and are not eligible for rescheduling or refund, as this time is reserved specifically for the client.

- g) Remain open to have old beliefs challenged through exploration that can result in great breakthroughs; however the client has the right and responsibility to inform the Coach if there is anything that is firmly against the Client's belief system that is uncomfortable and wishes to discontinue addressing.

2) Confidentiality

This coaching relationship, as well as all information (documented or verbal) that the Client shares with the Coach as part of this relationship, is bound by the principles of confidentiality set forth in the ICF Code of Ethics. However, please be aware that the Coach-Client relationship is not considered a legally confidential relationship (like the medical and legal professions) and therefore is not covered by attorney-client privilege or psychotherapist-client privilege and, therefore communications are not subject to the protection of any legally recognized privilege. The Coach agrees not to disclose any information pertaining to the Client without the Client's written consent. The Coach will not disclose the Client's name as a reference without the Client's consent.

3) Release of Information

The Coach engages in training and continuing education pursuing and/or maintaining ICF (International Coach Federation) Credentials. That process requires the names and contact information of all Clients for possible verification by ICF. By signing this agreement, you agree to have only your name, email address, phone number, coaching dates and hours logged and submitted per ICF requirements.

According to the ethics of our profession, topics may be anonymously and hypothetically shared with other coaching professionals for training, supervision, mentoring, evaluation, and for coach professional development and/or consultation purposes.