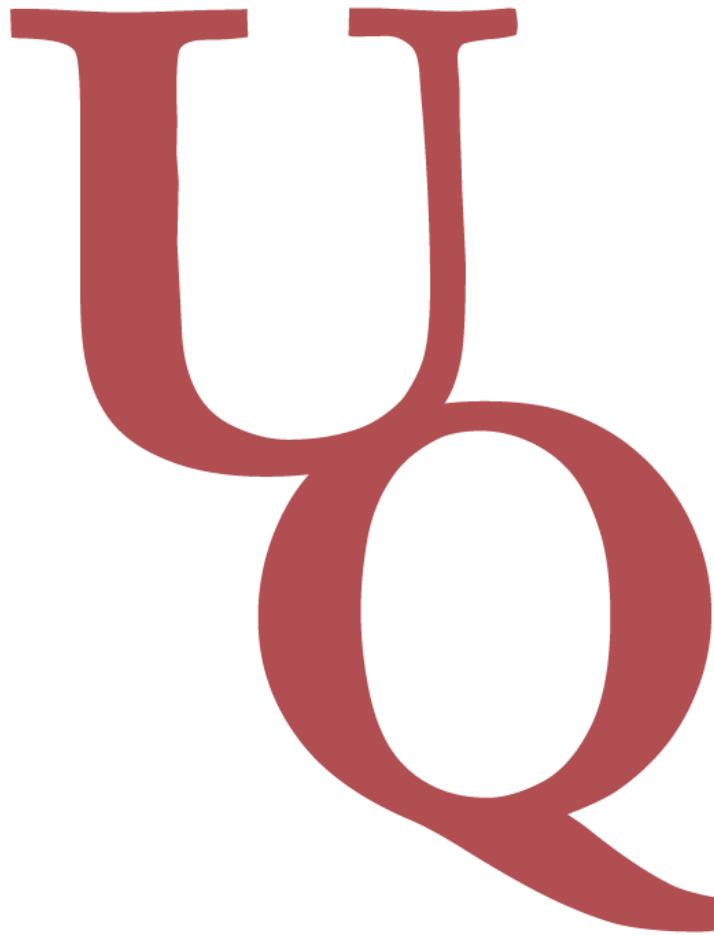


Coaching Information and Agreement Booklet

Kirsty O'Callaghan - Owner



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WELCOME

Thank you for your interest in our services.

This document is designed to provide you with information to better understand what coaching is and how to get the most from our coaching partnership. It is also an agreement between the coach (me) and the client (you) on certain requirements and procedures we both need to follow for mutual benefit and protection.

Please read and study this agreement and don't hesitate to contact me further if you have any questions or concerns.

I look forward to working with you and supporting you if you choose to take this journey to achieve whatever it is you want.

Please contact me to arrange your first session.

Warm regards,

Kirsty O'Callaghan

The Unity-Qld 'T.L.C.' System©

T – Teaching and Training - is about working with and speaking to groups of people, promoting exciting methods to overcome obstacles, increase knowledge and create sustainable change. Our business ethos is to support the community at large. We are available to guest speak FREE of charge at schools, day care centres or P&C fundraisers. You can book for a presentation at your next staff meeting or get together. What we cover is pertinent family friendly workplace issues that directly relate to the challenges your staff face whilst they are battling each day to balance their dual roles as workers and parents.

Event Organisers Kit and Speakers Topics

L – Learning and Literature - is following our goal of being a leader in the industry by keeping up to date with knowledge then applying it to our business practises; and creating and promoting amazing literary products to increase wellbeing, success and a sense of balance. We welcome enquiries to share our Expert tips, informative articles and editorials for your *enewsletter*, magazine, website or blog; to expand your clients' knowledge on fabulous life improvement ideas and addressing relevant issues for your readers.

C – Coaching and Consulting - is concentrated on educating, inspiring and collaborating with clients to enable you to reach a level of satisfaction, the results you desire and wellbeing that supports you to then move forward in a way that is easily maintained.

What is coaching?

Life coaching is a tool successful people use to achieve and create their ideal life.

Most people understand that a sports coach helps an athlete:

- Set and reach goals.
- Stay focused.
- Attain their p.b. (personal best).
- Accomplish more through support and training.

In a similar vein as your life coach I will:

- Encourage you to set and achieve goals important to you (even goals you may have thought unattainable).
- Focus you to produce better and faster results.
- Encourage you to do more than you would do on your own to attain your p.b. (personal best).
- Provide you with support, tools and structure to accomplish more.

How do I, as your coach, accomplish this?

We will arrange a day and time to suit your schedule as a standing appointment. Through in person or phone coaching sessions I will focus on you and work with you to identify what is important to you in your personal or professional life. You will gain the ability to recognise, eliminate and replace obstacles or roadblocks that hold you back from the success you deserve. As your coach I enable you to find your own "answers" by:

- Asking questions
- Making specific requests
- Actively listening
- Expecting your best
- Being direct and honest
- Assigning homework
- Giving feedback/reflecting
- Being there for you

Benefits of Working with a Coach

People of all ages and walks of life find coaching beneficial. Professionals, business owners, parents, youth, men, women, entrepreneurs and people who desire change are some of the people who work with a coach. Coaching enables you to gain balance, fulfilment, happiness and the success you deserve. Regardless of your profession or personal circumstances, I find all my clients are successful, resourceful and intelligent individuals that are aiming to get more out of life. I coach globally and accept English-speaking clients from any country.

Factors needed for coaching to be a success.

Factors needed for coaching to be successful are that:

- The client realises that a gap exists between where they are in life and where they want to be.
- The client is prepared to learn, grow and **most importantly** take action to help close the gap.

If you recognise those two factors in yourself then you are ready to work with a coach who will help you develop the right strategies and plan of action to achieve your goals. Anything is possible in a coaching relationship, Some people experience:

A more fulfilled, happier life.

As you identify what you want in your life, work towards achieving that and start seeing results you become happier and more fulfilled. You are now creating the life you want.

More time and productivity.

As you learn to set goals and work on your problem areas you become more efficient in other areas of your life, you find more time and become more productive.

Less stress and more energy.

Together we can work on things that drain your energy and cause you stress. By finding strategies to eliminate these things and by focusing on what gives you energy your life will flow, your energy will increase and your stress decrease.

Reaching goals faster.

Once you identify what you really want, set goals and begin to see ways to achieve this you are more likely to take actions to reach your goals. Our coaching partnership, with its special tools and techniques, will help you be more efficient and effective with your actions and time.

How I Coach and What to Expect From Me as Your Coach

As your coach my focus and commitment will be completely on you and what you want in life: you are just as important to me as the goals you set.

I will encourage, challenge, question, make requests, actively listen and give feedback to help you stay focused in regard to your goals and vision for your ideal life.

I am honest and direct.

When I notice something different in your manner or hear a strange tone in your voice, I will ask you about it. I will not force you to share but often these are the times when issues get resolved. I will tell you what I hear you say, I may not always be right and I invite you to correct me when I'm not. I will always be honest with you.

I will give my best and expect your best.

As your coach I will give my best at each session. Coaching will only be of benefit if you too are prepared to do your best and be your best. If you cannot do that on occasions I will do what I can to help you be able to attain your best.

I will make requests of you.

At times I will make a specific request of you to help you move forward; such as "will you do X by next week?" You may adjust my request with "No, but I can do it within a fortnight (month etc.)" or "No, but I can do Y by next week".

Rarely do clients need to decline a request if they realise it's open to negotiation.

I give homework (yes, homework!)

Each session you will be given homework. It will relate to you reaching your goals. Typically you decide the actions you wish to take and I support you and hold you accountable to carrying out those actions.

I will give information and may share my ideas, view and beliefs.

I am happy to share my experiences, feelings, beliefs and the knowledge I have if you feel open to the idea and the situation is relevant and ethical. I will not force my beliefs or values on you and will always respect you as an individual who has personal beliefs, views and opinions.

I am here for you.

Coaching is a partnership and as your partner I want to share your highs and lows. Please let me know if at any time you feel my service is not up to your required standard or you wish something to be changed. You can email or ring me if you have made a breakthrough or a problem has arisen. Extra coaching can be scheduled if needed.

How to Get the Most from Coaching

Come to each coaching session prepared.

A weekly summary form for you to use will be provided at the end of each session for your action and completion before your next session. By spending 10-20 minutes on this form in setting goals, recognising obstacles or roadblocks and evaluating your actions for the week then emailing this to me 24 hours before our session, we will save valuable time and we will have a more productive coaching session.

Be clear on what you want.

Coaching works best when you have an idea of what you want from each session. Sometimes we know we want change but are not sure of the goals. Coaching can help and there are many techniques and tools we can use to work out your ideas, goals and values.

Be prepared to learn and grow.

Through coaching many clients make new discoveries about themselves. You will be able to make adjustments to your goals that fit in with what you learn and how you want your life to grow. Don't be concerned about new discoveries as it's a natural part of the new life you are trying to create.

Be willing and committed.

At times I will ask things of you, sometimes it may seem a lot but not more than you can handle. I will ask you to set higher goals as you reach current ones. I will ask you to raise your standards, tell the truth always, be open to new ideas or perspectives and be willing to experiment with new approaches. It's up to you. Your personal growth will be a result of **how much** you are prepared to try new things and how far you are prepared to reach. You will need to decide what is best for you and I will support you in your choices.

Do your homework.

Each session you will decide on the action you will take for the coming week. I will hold you accountable for the commitments you make at previous sessions and expect you to live up to your commitments. If you're going to have a busy week please let me know and we can set more attainable objectives. If you have time you may choose to work on larger tasks. Either way I will expect you to stick to your commitments and will encourage you to always do your best.

Be in a suitable environment.

It is best to conduct your session in a quiet area where there are no distractions and you can totally focus on the session. Coaching will not work for you if you are dependent on drugs or alcohol and I cannot coach you on these matters. It would be best to seek help from someone who is a specialist in these areas.

Policies and Procedures (Summary)

Your Coaching session.

I offer coaching by appointment via the telephone or in person for approx. 1 hour sessions. I may also email you between sessions to offer encouragement, reminders, feedback, support and anything else we may have discussed that needs to be sent to you. Sessions are usually held the same day and time. The weeks we do not have a session is when you will have a chance to coach yourself and spend more time on your action steps.

Team coaching is also available to businesses and organisations by arrangement.

Extra sessions.

If you have a problem or made a breakthrough and you want to share it please feel free to email or call me and I will endeavour to get back to you within 48 hours (usually 24 hours) excluding weekends and public holidays. While I have time to talk between our regular sessions and enjoy being able to offer you this level of service, I will not charge you for this time. I ask that you limit unscheduled calls to 5-10 minutes and you ring between the hours of 9am – 4pm (Australian time).

Rescheduled, cancelled or missed sessions.

I require that you make your coaching sessions a priority and request that you be ready at our agreed time. On the rare occasion you need to reschedule or cancel a session due to unforeseen circumstances please give at least 24 hours notice (preferably more). Except in the case of an emergency, you may be charged for last minute cancellations and any scheduled sessions you miss.

In the event I need to reschedule or cancel a session I will give, (you), the client at least 24 hours notice, or as close to as humanly possible depending on the situation leading to the reschedule.

Confidentiality.

Successful coaching requires us to have a trusting partnership. It is unethical to discuss a client's business with anyone. Our conversations will remain as confidential as is legally possible.

Contracts.

A three week coaching contract can be entered into and negotiated on a monthly basis thereafter. While you may choose to commit to one month of coaching at a time I recommend you consider committing to coaching for a minimum of 3 months as the benefits of coaching build up over time. In this way you will make this experience as valuable as possible. **Casual coaching sessions are also available.**

Client satisfaction

Client satisfaction is very important to me. If there is anything that you are unsure about or feeling uncomfortable with, please let me know and we can then resolve the issue and return to our coaching session.

Referrals.

Many of my clients come to me through referrals. If you enjoy our coaching sessions and feel it is of value to you I ask you share this experience with others and refer me to anyone you feel may be interested in what coaching offers. If any of your referrals go on to become my clients I would love to send you a thank you gift.

Unity-Qld Code of Ethics.

Please refer to our website.

<http://www.unity-qld.com.au/Code-of-Ethics.html>

Unity-Qld Terms & Conditions, Privacy and Refund Policy

Please refer to our website.

<http://www.unity-qld.com.au/Terms-and-Conditions.html>

Payments and Fees

On agreement to coaching, a payment option will be agreed upon by client (you) and coach (me). Your coaching session needs to be paid for on or by the day of your appointment.

Payment can be made by:

- Cheque or money order made out to Kirsty O'Callaghan
- Account deposit at any Commonwealth Bank (account details will be given on request)
- Cash

Individual Coaching Contracts

Casual sessions booked and paid in advance. **AUD \$80.00***

Ongoing coaching program

1st 3 sessions to be paid in advance at **AUD \$70*** per session (total invoice AUD \$210.00), then **AUD \$80.00*** per session thereafter.

*fee's are based on individual life coaching via *phone or in person in the North Brisbane, Qld area in AUD. (email me for other currencies or contact your bank for exchange rates)

Contract fees include:

- 1 hour in person or phone sessions
- Unlimited access to my email (response time of 48 hours, excluding weekends and public holidays)
- Extra calls limited to 5-10 minutes
- Free coaching tools as/if required
- Monthly newsletter subscription

*Fees for couples, group/team coaching sessions, business coaching, organisational coaching, workshops, seminars or outside Nth Brisbane area on application.

*When coaching via phone call, client (you) calls coach (me) at agreed time.

Recommended Program

While you can chose any coaching session format that suits you, often clients ask me what type of program I would recommend. For maximum benefit 12 weeks of continual coaching would be my recommendation. I realise this is not always suitable for everyone's budget and I am flexible to accommodate for this.

Special points of interest (see website www.unity-qld.com.au for more details):

- Meditation/Relaxation Group
- Groups and Seminars
- Public Speaking engagements
- Toddlers to Teens Tv www.toddlerstoteens.tv
- Various written, published and taped products

Coaching Agreement

I Kirsty O'Callaghan Proprietor Unity-Qld agree to provide coaching services to

.....

These services will initially take approximately to be supplied, and then needs will be re-examined and reviewed.

The cost of these services will be initially \$210.00 for a 3 session package, then \$80.00 per session thereafter.

Start date of coaching agreement

Session day –

Session time –

1. As a client, I understand and agree that I am fully responsible for my physical, mental and emotional well being during my coaching calls, including my choices and decisions. I am aware that I can choose to discontinue coaching at any time.
2. I understand that "coaching" is a Professional-Client relationship I have with my coach that is designed to facilitate the creation/development of personal, professional or business goals and to develop and carry out a strategy/plan for achieving those goals.
3. I understand that coaching is a comprehensive process that may involve all areas of my life, including work, finances, health, relationships, education and recreation. I acknowledge that deciding how to handle these issues, incorporate coaching into those areas, and implement my choices is exclusively my responsibility.
4. I understand that coaching does not involve the diagnosis or treatment of mental disorders as defined by the Psychiatric Association. I understand that coaching is not a substitute for counseling, psychotherapy, psychoanalysis, mental health care or substance abuse treatment and I will not use it in place of any form of diagnosis, treatment or therapy.
5. I promise that if I am currently in therapy or otherwise under the care of a mental health professional, that I have consulted with the mental health care provider regarding the advisability of working with a coach and that this person is aware of my decision to proceed with the coaching relationship.
6. I understand that information will be held as confidential unless I state otherwise, in writing, except in the following circumstances (as required by law):
 - A referral is made (Coach will seek your permission to speak to this referral source)
 - Coach determines that you are in danger to yourself or others.
 - Coach is ordered by a court to disclose information.
7. I understand that certain topics may be anonymously and hypothetically shared with other coaching professionals for training or consultation purposes.
8. I understand that coaching is not to be used as a substitute for professional advice by legal, medical, financial, business or other qualified professionals. I will seek independent professional guidance for legal, medical, financial, business or other

matters. I understand that all decisions in these areas are exclusively mine and I acknowledge that my decisions and my actions regarding them are my sole responsibility.

9. I have read, understood and agree to Unity-Qld Terms & Conditions, Privacy and Refund Policy, as found on Unity-Qld website - <http://www.unity-qld.com.au/Terms-and-Conditions.html>.

AT COACHING SESSIONS YOUR COACH WILL:

- Always operate in a professional manner, as per Unity-Qld Code of Ethics.
- Be open and honest about his/her level of coaching skills.
- Establish a coaching agreement with you within the first coaching session.
- Respect your right to confidentiality.
- Avoid dual role conflict.
- Avoid accepting money for referrals from the professional to whom you are referred (if required).
- Alert you to the fact that coaching is no longer necessary when that time arises.
- Honour the coaching profession at all times.
- Your records will be accurate, maintained, stored and disposed of in a manner which complies with any applicable laws.
- Encourage you to make a change if you will be better served by another coach, or by another resource.

ONCE YOUR COACHING IS COMPLETED YOUR COACH WILL:

- Contact you in due course to find out how you are progressing
- Ask if you can be used as a reference (if required)
- Respect your right to confidentiality.

Signed.....

Name.....

Date.....

Signed by Owner/Principal Coach – Kirsty O’Callaghan

Date

Collaborative Interview Questionnaire

This questionnaire has been designed to support you in clarifying your objectives of working with a coach at this time, including how you would like to be coached. At the same time, it supports your coach in learning more about you so that we are effective and solution focused together from our first conversation.

Title (Please circle one): Dr Mr Mrs Ms Miss Master

Surname: _____

First Name: _____ Middle Name: _____

Preferred Name (optional) _____

Address: _____

Suburb: _____ State: ____ Postcode: ____

Birth Date: _____

Telephone: Preferred Contact # _____(Home/Mobile/Work)

Other Contact # _____(Home/Mobile/Work)

Email: _____

Tell me a little bit about yourself and the situation you are currently finding yourself in. Areas to consider are:

- Do you have a gift or talent
- What do you think your strengths are
- What objectives and/or dreams are you not making happen
- What inspires you
- What do you want more than anything
- What motivates you
- What are you afraid of
- What consumes the majority of your time and energy
- If you could have more of one thing right now, in life and/or business, what would it be
- In what areas would you consider yourself most irresponsible/not following through/do not keep promises to self or others
- Your biggest problems or things you are tolerating in your life right now

What is the most important thing I should know about you?

Where would you like to see yourself/what would you like to be experiencing in 2 – 5 years?

Do you currently consult with any other healthcare provider for any reason?

Yes No (if yes, please describe)

Have you had any sort of coaching or counselling before? Yes No

(if so, please give details)

Information on next page is **optional** for you to fill out, however as much detail as you can give would be appreciated and will benefit our coaching relationship.

Do you consume/take/use regularly or infrequently (please tick): –

Pain Killers	Recreational Drugs	Nutritional supplements
Medications	Alcohol	Tea/coffee
Energy drinks	Cigarettes	Soft drink

If you ticked any of the above please give details

Do you have any allergies? Yes No (if so please give details)

Please indicate any stressful or personal lifestyle changes in the past 2

Years:

Marriage	Birth of a child	Death of someone close
Divorce	Job change/loss	Change of financial situation
Marital problems	Physical/emotional abuse	Caregiver to relative or disabled relative at home
Retirement	Any type of legal proceedings	Children left home

Please indicate your dietary habits:

Poor Could be Better Fast-Food/Take-away per Week? ___

Good Vegetarian 5+ Fruit/Veggies per Day? Yes No

Water intake per day? _____

Please indicate any exercise habits:

Exercise _____ Regular Irregular

_____ Minutes/Day or ___ Hours/Week

What is your Occupation? _____

Number of Children (if any): _____

Would you like us to remind you of appointments? Yes No

Call SMS Email

Would you like to receive our newsletter via email? No Yes

How did you hear about us?

Emergency Contact

Name: _____ Relationship: _____

Contact _____

#:

Signature _____ Date _____

Thank you for taking the time to read the information and fill out the agreement and questionnaire. Congratulations on your decision to make a difference in your life today. I look forward to working with you.

Kirsty O'Callaghan



Take the first step in faith. You don't have to see the whole staircase, just take the first step.-

-Martin Luther King Jr.

Start by doing what's necessary; then do what's possible; and suddenly you are doing the impossible.-

-St. Francis of Assisi

A journey of a thousand miles must begin with a single step.-

-Lao-Tsu, (*The Way of Lao-Tsu*)

All glory comes from daring to begin.-

-Eugene F. Ware

The man who removes a mountain begins by carrying away small stones.-

-Chinese proverb