

The McClure Group

Life Coaching  Consulting Services

Reshaping Individuals and Businesses

New Client Orientation

This information is designed to help you get the most out of your coaching investment. It will help you understand how I coach, what I expect from my clients and what you can expect from me. Consider this your first piece of fieldwork and review this information prior to our first meeting. Any questions you have will be answered during the initial meeting.

Coaching is a joint commitment

If you are hiring me as your coach, you are probably ready to do and be your best. If you aren't, I will ask you to. We will both come to the calls on time and ready to focus fully during the meeting. It is important that I hear you clearly, so avoid having distractions around and try to have a quiet space to focus whenever possible. If you can't hear me clearly, please let me know.

You are responsible for your own results

Coaching is a vehicle for achieving results, but **you** are the driver. I expect you to provide an agenda/goal for each call; this provides a clear focus and direction. You can expect me to weave in your defined goals as we move forward, keeping us both on track. I am into serious results accomplished with a light atmosphere; however, you can set the tone if you prefer a more somber environment.

I hear more than what you say

You can expect me to tell you exactly what I see, hear and sense is going on. I expect you to be honest with me when I'm right *and* tell me when I'm wrong. I use deep listening and clear communication to get to the core of the matter. I may interrupt when I hear something that could be important for us to explore and ask for clarification – it is all part of the process.

I challenge but don't confront

I will be a mirror for you and invite you to look at new ways of thinking and being. I may challenge your beliefs and shed new light on your actions. However, I don't confront or make you wrong. You decide what to change in your life. I expect you to be your best and you can expect me to be totally accepting of whatever that is.

We both need to keep it 100% clean

A clean coaching relationship requires that we each say what we need to say. This is about holding a high level of respect for each other and being honest at all times. I expect you to tell me when I say or do something that doesn't sit well with you. I want you to ask for what you need (particularly important in the early phases of the relationship as I am learning about working with you). If coaching isn't working the way you expected it to – *say so* and we'll work through it or move on.

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Ethics and Confidentiality

As a Coach with the International Coach Federation, I am bound to a [defined set of ethical standards](#). One important aspect is maintaining strict confidentiality within the coach/client relationship. Confidentiality is fundamental to coaching and creates the safe environment to explore and develop. Confidentiality in coaching means that the client may share information about the coaching with others, but the coach may not share information about the coaching outside of his or her conversations with the client. Certain **business** coaching arrangements do require the coach to share limited logistical information with the coaching sponsor: dates and number of meetings, number of late cancellations and “no shows.” We will clarify this at the start of the coaching engagement, **if we are in a business coaching arrangement.**

I model personal and professional boundaries for my clients

I hold my clients accountable to a high level of integrity and personal commitment. I expect clients to honor my time and their commitment to themselves by showing up on time for their calls. In return, I highly respect my clients’ time and commit to being on time and fully focused during the meeting. While I try to be flexible and accommodate occasional rescheduling with advanced notice, frequent rescheduling is a problem. Cancellations/reschedules with less than 24-hour’s notice and missed appointments will be charged at the normal rate.

Fieldwork is an important part of the process

Most of your growth will occur in between the coaching meetings. Together we will design 2-3 goals, actions or shifts to focus on between one call and the next. If you want more (or less), just ask. Occasionally I will make a direct request, like **“Will you accomplish X by the end of this month?”** You may say yes, negotiate, or say no. Remember: coaching is about ACTION!

Scheduling

You are responsible for scheduling the appointments as defined in your coaching agreement. You may schedule appointments for the coming month or for the entire quarter. Advance scheduling provides more options for you.

Meeting recording

You are welcome to record our coaching conversations for your future reference. I may occasionally request to record a coaching meeting for certification purposes. You may decline this request at any time. Recorded meetings may reviewed by the International Coach Federation to maintain high quality standards in the coaching industry. The recordings are treated as highly confidential. You will never be recorded without your knowledge and full permission.

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Referrals

My best clients are often referrals from current or previous clients who have achieved success through their coaching experience. I consider your referrals to be the highest form of personal and professional recognition. If you are getting good results out of our relationship, consider who in your life might also benefit from coaching. I promise to treat each one like a treasure.

Let's get started!

The purpose of our first meeting is to answer any questions you may have about the process, discuss our joint expectations and fully define the goals you want to achieve during the coaching program. Please come to this call prepared with the 2-3 goals you choose to focus on.

I am very excited about making this journey with you. Thank you for believing in yourself.

"Change will not come if we wait for some other person or some other time. We are the ones we've been waiting for. We are the change that we seek." —President Barack Obama

"Instead of letting your hardships and failures discourage or exhaust you, let them inspire you. Let them make you even hungrier to succeed." —First Lady Michelle Obama