



SERVICES AGREEMENT

It's the Journey Life Coaching

Dr. Susan Fuhr

Welcome to *It's the Journey Life Coaching*. This document constitutes a contract between us (our "AGREEMENT"). Please read this carefully. I invite you to raise any questions or concerns with me before you sign it. You will want to be fully informed about the following guidelines and policies so we can work together effectively and intentionally toward your goals.

OUR COLLABORATIVE PARTNERSHIP

The service provided by Dr. Susan Fuhr is professional life coaching to be designed jointly with you, the client. Coaching is a partnership between coach and client to facilitate the process of personal, professional, and/or spiritual growth and development for the client. Coaching utilizes strategic planning tools, values clarification, brainstorming, motivational tools, mindfulness practices, and other techniques which support personal flexibility in thinking and action and thereby enhance life fulfillment and satisfaction. There will be homework/practice recommended at each meeting, and you are asked to commit to its completion unless you contact me to refine or revise the plan developed in our meeting. It is anticipated that our working relationship will last from 1 to 12 months, and we will agree to an initial timeframe in our first meeting. Although success cannot be guaranteed, I enter our partnership with optimism, enthusiasm, and commitment to your vision.

The relationship between coach and client is one of colleagues, avoiding the power differentials that can occur in a psychotherapy relationship. You set the agenda for coaching, and the success of the enterprise will depend primarily on your willingness to take risks and try new approaches. The relationship is designed to be direct and dynamic as well as supportive and encouraging. As your coach, I will be honest and straightforward, ask discerning questions, and sometimes offer challenging techniques to encourage continued growth. As an active partner, you are asked to evaluate progress regularly. If the coaching process is not working as you wish, inform me promptly so we can both take steps to resolve the mismatch or misunderstanding. Our purpose is to have a coaching relationship that is open, honest, compassionate, and trusting. It is useful to keep in mind that communication via telephone or email entails additional challenges as we cannot perceive body language, facial expressions, etc. Therefore, it is asked that we give each other thoughtful latitude and promptly ask for clarification if there is a misconnection. And I ask you to refrain from texting altogether, as this is a particularly poor mode of communication for most purposes.

It is also important to understand that life coaching is a professional relationship. While it may often feel like a close personal relationship, it is not one that can extend beyond professional boundaries either during or after our work together. Considerable experience shows that when boundaries blur, the hard-won benefits achieved from the coaching relationship can be endangered.

COACHING IS NOT PSYCHOTHERAPY

In addition to being a coach, I am also a licensed Psychologist in Tennessee with training and experience in diagnosing and treating mental health issues. While there are some similarities between them, coaching and psychotherapy are very different activities. Psychotherapy is a health care service and is usually reimbursable through health insurance policies. This is not true for coaching. Both coaching and psychotherapy utilize knowledge of human behavior, motivation, and behavioral change, and interactive techniques. The major differences are in goals, focus, duration, and level of professional responsibility.

Because of these differences, the roles of coach and psychotherapist are often in potential conflict, and I believe that, under virtually all circumstances, it is ethically inappropriate for me to play both roles with a client. Positive change is difficult enough without having to worry about role confusion. Specifically, I will not offer nor provide Psychological services at any point to a person who first established a coaching relationship with me. This means that if either of us recognizes that you have a problem that would benefit from psychotherapeutic intervention, I will refer you to appropriate resources. In some situations, I may strongly recommend that you initiate psychotherapy and will terminate coaching if I believe it is insufficient to support your goals.

MEETING SCHEDULING, FEES, AND CANCELLATION/REFUND POLICIES

Coaching sessions can be scheduled for 30, 60, or 90 minutes. When we arrange the time for our first meeting, we will also determine whether you are seeking 4, 8, 12, or a different number of hours of coaching services, to be scheduled as mutually agreeable. Most coaching meetings occur at Dr. Fuhr's west Knoxville office; an alternate location, such as your home, may be considered upon request and with a travel fee. Saturday afternoon meetings are available at a 10% premium. Fees for coaching packages must be paid 50% at the first meeting and 50% at our mid-point, unless an alternative arrangement is agreed to in writing. Services not paid for in advance will not be provided.

You are asked to give **48** hours' notice if you need to cancel or change the time of an appointment. With shorter notice, you will be charged a \$50 late cancellation fee, due at the following meeting. Dr. Fuhr agrees that every effort

will be made to reschedule cancelled sessions in a timely manner. Emergencies and other circumstances, at the discretion of the coach, may be eligible for a waiver of that fee. If 30 days have passed without communication from the client and no meeting is scheduled, this will be considered an act of termination and processed accordingly. In the event a client who has booked a package ceases coaching before the end of the cycle, the client will receive a pro-rated refund within 30 days of the date of termination.

Professional time spent outside of coaching sessions, including and not limited to between-session phone calls or email exchanges of more than 5 minutes' duration, report writing, and reading or reviewing documents, will be billed on a prorated basis rounded up to the nearest tenth of an hour.

RECORDS AND CONFIDENTIALITY

I will be maintaining a client record on your case, kept under lock in the office and maintained for 5 years before it is securely disposed of. I am ethically and legally bound to protect the confidentiality of our communications. I will only release information about our work with your written permission or in response to a court order. As you are no doubt aware, it is impossible to protect the confidentiality of information that is transmitted electronically. This is particularly true of e-mail which does not utilize encryption or other forms of security protection. There are some situations in which I am legally obligated to breach confidentiality to protect you or others from harm. If I have information that indicates that a child or elderly or disabled person is being abused, I must report that to the appropriate state agency. If a client is an imminent risk to her/himself or makes threats of imminent violence against another, I am required to take protective actions. These situations are quite rare in coaching practices. Should such a situation occur in our relationship, I will make every effort to discuss it with you before taking any action. Finally, there are times when the life experiences of one client can be instructive or enlightening for another, and I share such information in a strictly anonymous way.

Your signature below indicates that you have read the information in this document, have had your questions answered satisfactorily, and agree to abide by these terms during our professional relationship.

Signature

Date