

Living Waters Coach

Providing Biblically- Based Services for:

- Leadership & Discipleship Consulting & Coaching Workshops for Churches & Christian Ministries
- Individual & Group Lifestyle Coaching - Specializing in Discipleship, Organization & Time-Management
- Small Business & Entrepreneurial Coaching - Specializing in Developing Professional Authors
- Writing & Speaking for the Christian Church Community

Sandee Strunk, MA & Certified Leadership Coach
410.867.9513 ~ Sandee@LivingWatersCoach.com
www.LivingWatersCoach.com

“The Water that He gives shall quench your thirst and will be a Spring of Living Water...a gushing fountain of Eternal Life!”
~ John 4:14

Coaching Covenant

This covenant is binding in conjunction with “*Schedule of Fees, Financial, Office Policies and Confidentiality*”; and with all other documents on the web site and/or sent to you. By virtue of your signature agrees with the basic philosophies and all materials of the LWC web site. Please refer to the www.LivingWatersCoach.com web site for these materials; or you may request them via our phone number and/or email: 410.867.9513; Sandee@LivingWatersCoach.com.

1. Coaching:

As your coach, my desire is to assist you in your growth, change, development and achievement of your God-directed, life purpose and goals. While I will challenge you to live out your values and reach your potential, our relationship starts with your God-given agenda, values and initiative.

2. Growth Goals and Accountability:

As your coach, I will provide support, accountability, perspective and resources for your change goals. We will choose to create a growth plan together that might include regular action steps which you will be committed to working on in our times apart and be prepared to share your progress with me when we are together. Often a growth plan might include developing and maintaining a peer mentoring relationship for added support and accountability on your action steps. Since much of our interaction will center on these action steps, I may choose to cancel or reschedule our appointment if you haven't followed through.

Please state here the growth areas you are considering working on (these may shift over out time together):

1. _____
2. _____
3. _____
4. _____

3. Expectations and Crucial Attitudes for a successful Coaching Relationship:

First, to effectively coach you, you will need to want to grow badly enough to talk about what is really going on, be willing to make some changes and to follow through on action steps and in a timely

manner. Honesty and transparency are vital and I will model them and therefore expect them of you as well. Please be proactive with me --- if you have a question or something isn't working for you, you have various avenues to choose from to speak to me about it.

Secondly, as coaches, we hear that the client is feeling like we are *more like friends*. However, that is all part of the client-coach relationship, transference and building trust. This relationship is professional while at the same time, "friendly" - just as any working relationship must be. Sometimes boundaries are encroached if the client misinterprets our relationship. Please note, throughout this Covenant, the boundary issues including, but not limited to, coaching times, payment and your action steps. When our professional coaching relationship comes to a close, we will discuss the next relational shift in our final session.

4. Honesty and Trust and Confidentiality:

We are committing together to be trustworthy partners, honest and open about what is going on in our lives and handling what is shared with respect and discretion. We learn a lot through mistakes and failures as well as successes, so let us be honest about those things as well as the good.

I reserve the right to periodically approach other experienced and seasoned coaches for advice and consultation regarding my coach-client relationships in order to offer the best coaching services for my clients. Because I consider confidentiality sacred, I never reveal the identity of my clients. This holds true except in cases of a court subpoena; where I am mandated by current laws (*see list below) or where you specifically request I advocate on your behalf. In the latter case, you will be required to sign a "*Release of Confidentiality Agreement*."

*In cases of mandated reporting, I am required by law to report cases where disclosed information would lead to the belief that there was evidence to support that:

- ◆ Abuse to another human being or living creature had occurred, was suspected or was imminent
- ◆ Potential harm might be imminent to you, the client
- ◆ A felony had occurred or was imminent

5. Remuneration:

We are committing to work together for a period of _____ weeks.

This time frame will include: From: _____ To: _____.

We will have a total of _____ sessions during this time.

We will have **50** minutes per session.

- Unless otherwise agreed upon, my fee for you is **\$225.00** per 50-minute session. Payments for the month's sessions are due at the first of every month.
- Make all checks payable to **Sandee Strunk** - all other checks will be returned and sessions postponed until payments have been received and processed by the banks.
- Mail all payments to : 5562 Gloucester Street, Churchton, MD 20733, USA
- Email-based coaching remuneration: client will be charged per session hour for the time it takes to read, analyze and respond to coachee. Please also refer to section, "8. Other Modes of Coaching Communication"; excluding short emails.

- o Any other services provided outside of session, such as, but not limited to: reading and analyzing lessons or other materials, advocacy, research, etc will be charged to client at session rate of \$225.00 per hour unless otherwise agreed upon.

Cancellations:

As your coach, my job is to be genuine, up front, lead by example and help you to “stay the course”. As part of that, **LWC** will now be charging for cancellations made within the 48-hour period of the scheduled session. Secondly, excessive cancellations will now have an assessment applied to determine the course to the coaching relationship. Thirdly, if coaching is suspended due to excessive cancellations, an action step and related additional fees will be required to be reinstated into the coaching relationship.

Rationale:

In the counseling and coaching genres, non-emergency and/or excessive cancellations are looked upon to be unconscious desires to avoid dealing with uncomfortable situations; an unconscious desire to gain control in some area of the client’s life; or both. In the professional world as a whole, these types of cancellations are considered as a form of disrespect to the client and/or coach; as well as to others in the wake of the behavior; and involve unhealthy boundary issues.

As a result, responsible clinicians are obligated by professional ethics to ask, “*What is the best thing for my clients?*” The answer is that our clients first become aware of their unconscious patterns of behavior; make a plan to diminish - with a goal of eradicating - the negative behavior; and then effectively executing their plan using accountability.

As a Christian, professional coach, I adhere to the highest form of ethics which includes the Word of God as direction for myself and my clients. While there are many scriptures to illustrate the types of behaviors that will be life-affirming and positive, the ones I offer you here are ones that by definition, direct us to be honest; noting that first, we must be honest with ourselves and then being honest with one another will flow out of that pure, honest heart. Please review and/or mediate on **I Corinthians 2:10-16** and **Romans 12** as a basis of understanding the will of God in these matters; as well as a spiritual check list for our behaviors.

Therefore, on behalf of my clients and to assist in facilitating these stated objectives, the following guidelines will be in force:

Incremental Cancellation Fees:

- ◆ Excused cancellations will be accepted only if the client sends notice by email and leaves a voice message and/or speaks to the coach directly. This is because of irregular office hours as well as weather issues that might prevent the client or the coach from using some electronic equipment safely. LWC always encourages everyone to exercise safe judgment and congruent behaviors at all times - especially whenever using electronic communication devices*.
- ◆ If you cancel outside of the 48 hours of your scheduled appointment time, you will not be charged.
- ◆ If you cancel within that 48 hour period, you will be charged fees as follows:
36-48 -hr notice: **\$75.00**; 24-36 -hr notice: **\$100**; 0-24 -hr notice **\$225.00**
- ◆ Excessive cancellations, especially those that are a result of a lack of planning, or incomplete action steps on the part of the client, is an automatic breach of the signed Covenant; and

therefore, may result in a suspension of the coaching relationship; and a voided current Coaching Covenant.

- ◆ If a suspension occurs, there will be an hourly analysis fee to cover the Coach's additional time needed to analyze the additional action steps required and submitted for reinstatement; and to write the new Coaching Covenant. Analysis Fee: **\$225.00** per 50-minute session hour.
- ◆ Examples of excessive cancellations are more than one in a 90-day period. The cancellation allowance should be reserved for emergencies only.
- ◆ Examples of emergencies - but not limited to these examples - would be technology failures, flu or colds that disallow the client to speak; births; deaths; client or family needing emergency medical attention and/or hospitalization or a doctor visitation is required as a result of the emergency. If you believe you have experienced an emergency that does not fall into this description, please call your coach to discuss the specific situation and your options.
- ◆ The first cancellation requires the client to notify the coach as stated; and confirmation by email from the coach. If a cancellation falls into the "excessive" category, as described above, a note from your doctor will be required in order to continue coaching sessions without interruptions and avoid additional charges.
- ◆ * If the client is unable to contact the coach ahead of scheduled session and because of weather issues or for any other reason, please note that the coach's door is always open - and grace can be offered - for discussing and negotiating around certain circumstances. A decision will be made on a case by case analysis.

As my valued client, you are heartily encouraged to discuss these issues and any other issues with me immediately if and when you have any concerns.

6. Scheduling:

We agree to honor and respect one another by:

- ◆ being punctual and sensitive to opening and closing times
- ◆ we will try not to cancel or reschedule without a minimum of 48 hours notice (please refer to section #5 above regarding "*Remuneration/Cancellations*" for details. True emergencies are always excused)
- ◆ *if you are late or miss an appointment, you will be responsible to call me to reschedule; I will not pursue you; you will be charged for any uncanceled, missed appointments according to the cancellation policy in section #5 above.

7. Phone:

Our appointments will be by phone unless we agree otherwise. We agree:

- ◆ we will not use the cell phone while driving a car
- ◆ we will find a quiet place where we will not be distracted and can have total focus
- ◆ we will avoid public places where background noise can affect a call
- ◆ you will call me at: **410.867.9513** unless we agree otherwise.

It is customary and incumbent on the client to call the coach. You are instructed to use the numbers listed above.

8. Other Modes of Coaching Communication:

The only other mode for coaching that will be considered is email and chat sessions. However, this is strongly discouraged for the following reasons:

- ◆ accurate communication is diminished through what is termed “non-verbals” without the benefit of voice tone, pitch and pace
- ◆ it is not cost-effective for the coachee since it takes more time for the coach to write responses than it does to converse about each concept and ask questions
- ◆ cohesiveness and momentum is lost when large spaces of time are placed between responses; sometimes caused by undelivered emails.
- ◆ For these reasons, email coaching will only be considered in extreme circumstances such as in loss of voice; and the following guidelines are agreed to:
 - The coachee will pose a question or place where they are stuck
 - The coach will then notify the coachee within 24 hours of receipt of coachees initial email
 - The coach will then fully respond to the coachee’s initial email, within an agreed amount of time and charge the coachee the same per session hour cost for the time it takes to read, analyze and write a response
 - The coachee then will respond within 24 hrs notifying coach of receipt of coaches exchange
 - The coachee will also respond with their full response within a designated time agreed upon by both coach and coachee
 - The time between initial exchange and response will not exceed the same amount of time normally scheduled appointments. For example, if the coachee is normally bi-monthly client, then the four exchanges will occur within that time.
- ◆ Chat: sessions will open and conclude at set times just as if we were having a phone conversation.

9. **Lifforming** (TLC) Materials License Agreement:

I am licensed to use **Lifforming** materials (formerly known as *Transformational Leadership Coaching* or *TLC*) for use in my private practice. You will understand that I am making **Lifforming** exercises and materials available to you under this license for your personal use only and you agree to not sell, copy distribute or use these materials for anyone other than yourself.

10. Mediation - Matthew 5 and 18:

If we find we need outside perspective of assistance resolving an issue or conflict between us, we will approach a Christian third party representative (as an example, a Pastor) as needed and as our first resource.

11. Referrals:

Occasionally I may refer you to another individual, resource or service I believe might be helpful for you. You are never obligated to use any referrals; and I make no warranty or representation regarding them. As your coach, and because the coaching paradigm asserts that growth largely depends on what the coachee invests in their process, I also make no guarantees or warranties, expressed or implied, about any results that may be achieved through our relationship.

12. Coaching Relationship Evaluation, Termination and Closure:

We can have an evaluation at any time; but we will agree to have them at least quarterly. Sometimes these evaluations lead us to closure and termination of our current form of relationship.

Either of us may choose to terminate our coaching relationship at any time. If we do, we will give each other one month's notice since most coaching sessions are scheduled one month in advance. If you have prepaid for any coaching sessions that you will not be using, I will refund that portion of what you have paid except for work I have completed on your behalf for those sessions. In this case, we will speak about this and negotiate the refund. In emergencies, such as a personal family illness, this rule of thumb is waived and grace is extended automatically. However, please make every effort to contact me (or have someone else contact me) to inform me of the situation as soon as possible.

If one month's notice is not given in advance for full discontinuation of coaching services, no refunds are due (except in emergencies as noted above; and minus work or materials purchased on your behalf that I am unable to obtain a refund for). If you miss two consecutive sessions without contacting me, we agree to the assumption you have terminated and no refund will be issued. If you have not prepaid, you will owe for those missed sessions and your credit card on file will be automatically charged.

It works best for both of us to bring some kind of closure to the relationship, so if you would like to end our coaching relationship, let's talk about it. If there is a misunderstanding, let's work it out. If we can't resolve the issue or it's just time to move on, let us bless one another as we go.

13. Signatures:

Because I have sent this to you, I am agreeing that all information is accurate; and the date and my signature is legal acceptance of all terms. By virtue of you returning this to me via email, this binding document is bound and dated; and by typing in your name below you have agreed to all terms. If you would also like a signed hard copy with my signature for your records, please notify me.

*Please refer to your other binding documents and statements, "Office Policies & Fees and Confidentiality" on the LWC web site; these documents and the "Coaching Covenant" are binding as one document. All documents have either been mailed to you, or you received via email; but also, you may download documents off the www.LivingWatersCoach.com web site on the "Policies and Procedures page". You will be responsible to locate, read and sign as needed. Please read carefully, sign and date those pages requiring a date and signature, and return to the address indicated in this Covenant.

Client/Coachee's Signature

Date

Sandee Strunk

Coach's Signature

Date