

Paramount Transitions, LLC
15400 W. 64th Ave, 9E, Ste 160, Arvada, CO 80007
(303) 431-3092

New Client Orientation

Welcome as a client! I look forward to coaching you to accomplish exactly what you want in life. On a business note, I want you to be familiar with the following policies and procedures. If you have any questions, call me.

Keeping Appointments

When I have made an appointment with you, I consider this to be a debt to you. To repay it, I must be available at the scheduled time and be present with you for that allotted time. I will make every effort to do so. The goals bringing you to see me are very important ones in your life and I would ask that you honor yourself similarly.

I model personal and professional boundaries for my clients. I hold my clients accountable to a high level of integrity and personal commitment. I require timely payment as part of keeping it “100% honest.” Payment is due a week prior to the first call of the month that coaching occurs. 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 session.

Frequency of Calls

Depending upon your goals, we may talk as frequently as twice a week or as seldom as once a month. After we have established the pattern, however, it is important that we both be faithful to it. I will be responsible to you to keep this agreement and keep time available for you, and I ask that you make the same commitment.

You may call me between calls if you need advice, have a problem or cannot wait to share a success with me. I do have time between our regular calls to speak with you. I enjoy providing this extra level of service. I do not bill for additional time of this type, but I request that you keep the extra calls to 5 or 10 minutes, please.

Scheduling and Canceling Calls

Ideally, each client should have regular days and times for his/her coaching call. Because of the difficulty of filling an appointment slot at the last minute, it is standard practice in the profession to routinely charge for missed appointments.

Missed appointments interrupt the flow of the coaching progress and valuable gains may be lost. If you need to reschedule your call please give me at least 24 hour notice. If you miss our scheduled call without 24 hour notice, the call will not be rescheduled. If you are not available at the scheduled time and request to call back or call later within the scheduled time, the call will still end at the usual time. *If you have an emergency, we will work around it.* I have calls and appointments scheduled based upon my staying within the limits of the time agreed. Therefore,

- If you **must** cancel an appointment, do so **2 full working days** in advance of the scheduled date and **no charge** will be made. This appointment can be rescheduled.
- A **cancellation fee of 50%** will be charged when calls are canceled with only 24 hour notice. This appointment can also be rescheduled.
- The **entire fee** will be charged for any calls canceled with less than 1 full working day’s notice and the call will not be rescheduled.

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Schedule Changes/Termination/Suspension of Calls

I am, at all times, open to exploring any thoughts you might have about changing frequency, suspending calls, or terminating them completely. If you wish to discuss this with me, please do so at the beginning of your next call.

Often during one or a series of calls, a good deal of obstacles are uncovered. Subsequent calls then serve the purpose of problem-solving and brainstorming. Unable to fully appreciate this process, some people have the reaction of flight or avoidance in order to temporarily diminish discomfort, through distraction from goals, procrastination of action steps, forgetfulness of appointments, frustration, and anxiety.

On the other hand, people may feel so much immediate gains after a couple of calls that they may decide, prematurely, that no further work is needed. Often valuable gains are lost in this way. Keeping scheduled appointments helps prevent this. Even if the decision is made to end coaching, this last call can be used to obtain closure, to appreciate and consolidate gains we have made, and create a means for maintaining them into the future.

I work for you and you are free to fire me at anytime. I strongly recommend that you handle the beginning and ending of our relationship in a wise and respectful manner. Loss, illness, divorce, death, or other such endings are among the most difficult challenges we face in life. The beginning and ending of our relationship will tend to bring up feelings about such events and there is much to be learned from our creating healthy experiences around such issues. Being self-aware and intentional at such times is central to the coaching process.

Confidentiality

Everything you say to me is confidential, however, there are some situations in which I am expected or required by law to disclose information without your consent to relevant state or local agencies. These situations include suspected elder or child abuse/neglect, serious threat to injure a person or property, and serious danger to self.

If you feel that any portion of this does not accurately address our specific situation, or does not reflect an agreement you have made with me, please discuss this with me. If I ever say or do something that upsets you or does not feel right, please bring it up. We will resolve it immediately so that we can continue on with the coaching. I consider the regularity of your work with me to be extremely important and I accord it the highest priority. I look forward to working with you.

Referrals

My best clients will often come from 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 achieving 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!

You will call me at **303-431-3092** at the time we scheduled for our first phone session. The purpose of the first session is to answer any questions you may have, discuss our joint expectations, and fully define the goals you want to achieve in the first 90 days. Please come to this session prepared with the 2 – 3 goals you choose to focus on.