



Yonder Starr Services

Hi (name),

This is an agreement that we like to have so we all clear about our expectations. Please read it and hit reply if everything makes sense to you. Let us know if there's anything that is not a fit and we can talk about it.

Starr & Scott

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## COACHING AGREEMENT

**Lead Coach:**

**Name:**

**Fee billed via PayPal: \$     per     per month**

**Session Day:**

**Session Time:**

**Duration:** 60 minutes

**Other terms:** ~~~~~

**Replying to this email implies your full agreement to the following three statements:**

1. I am a being of choice.
2. I take full responsibility for all of my own decisions, feelings, actions and outcomes.
3. By taking responsibility for my choices, I hold Starr Piercy, Scott Hoffman, YonderStarr Coaching, and all those associated with my coaching process, harmless from any outcomes, results, or repercussions of my choices.

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Replying to this email implies your full understanding of the following distinctions:

Please review this packet before our first session and let me know if you have any questions on it.

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CLIENT POLICIES & PROCEDURES

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Welcome! We look forward to helping you get everything out of life that you truly want! In order to maintain a successful business relationship, please review the following policies and procedures. If you have any questions about them, please call or email us.

FEE

Payment is to be made online via PayPal. All fees agreed upon must be paid in full before coaching begins.

REFUND POLICY

1. After the coaching has begun, any unused sessions will not be refunded, but may be re-scheduled for up to 12 months after the initial payment.
2. All unused sessions expire 12 months after the initial payment.
3. Unused coaching sessions are transferable to another person, provided that person is ready and willing to step into the coaching process.

WORKING HOURS

Our working hours are Monday through Friday from 7 am to 4 pm.

HOLIDAYS

Our business observes all US national and religious holidays. This means that if you have any deadlines during this time we will need to take into account these holidays. For a list of these holidays, please click [here](https://www.timeanddate.com/holidays/us/#!hol=9) or by copying and pasting this URL: <https://www.timeanddate.com/holidays/us/#!hol=9>

CONFIDENTIALITY

We take our business seriously. Confidentiality is very important to us so you can be sure that all of your private information is protected.

CALLS

Our sessions are via Zoom or Telephone bridge line so that they can be recorded.

Our zoom link is: <https://zoom.us/j/3500564585>
and our telephone bridge line is 515-604-9300 access code 165225

CHANGES

If you need to reschedule a session, please give us at least a 24-hour notice, and we will reschedule it. If you have an emergency, we will find a way to work it out. If you must cancel a call within 24 hours before our scheduled time, we may not be able to reschedule it, but we will if we have the flexibility in our schedule.

MISSED CALLS

If you are more than 15 minutes late for a call, we will assume the session is canceled, and will not be rescheduled. In the case of an emergency, we will do what we can to be flexible. If you are late for the call, the session will still end at the designated time.

EXTRA TIME

You are welcome to call, email or message us between our weekly calls if you have a problem, or can't wait to share an 'AHA!' with us. We do not charge extra for this time, and we ask that you keep these calls relatively brief (5-10 minutes). Please feel free to email us at any time with questions or comments, too.

PROBLEMS

If, at any time, we say something that is upsetting to you, or does not feel right, please bring it up. We will do what I can to make it right. Our commitment to you is to do what we can to help make this coaching partnership rewarding, safe and productive!

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GET THE MOST OUT OF OUR COACHING PARTNERSHIP

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We want you to get the most out of our partnership. This is a guide to help you maximize the value of your coaching relationship with us.

KNOW WHAT YOU WANT

Coaching works best when you know what you want and can translate those wants and dreams into clear, specific goals. If you don't know what you want in your life, that's a good place for us to begin our focus in our coaching sessions.

GET THE STUFF IN YOUR HEAD OUT OF THERE!

Find some way to get your thoughts out of your head. Journal, make lists, get a small tape recorder (still transcribe the tapes onto paper), make a Vision Map; create a flow chart, anything! By putting ideas and thoughts on paper, it makes them more real, and gives them depth and substance. We will keep an ongoing Google Document in a shared folder on Google drive for you to record any topics that come up during the week. We'll be able to comment and give you feedback here as well.

CONCENTRATE ON BEING A STUDENT OF YOUR LIFE

We are all faced with many challenges in our lives. The trick to moving beyond them is to acknowledge them, feel them, then learn from them. What can you learn about the way you handle the "stuff" in your life? What can you do differently next time to handle it better? You have no control over the things that happen to you, but taking personal responsibility for your own life means choosing how you respond to those challenges, and accepting the consequences of your actions.

TAKE CARE OF YOURSELF

You are a whole, entire, complete person - Mind, Body, and Spirit. Taking care of your emotional needs, but slacking off on your fitness needs causes imbalance. Concentrating on your spiritual self, but ignoring your mental health creates the same results - imbalance. Get in the habit of doing at least one thing just for yourself in each of the three areas EVERY DAY.

DOUBLE YOUR LEVEL OF WILLINGNESS

Part of working with us as your coaches is that we will expect you to expect more from yourself. We will ask you to venture beyond your current comfort zones, to push the "envelope" farther than you have in the past. We ask you to be willing to take these risks, to experiment with fresh approaches, and to be open to redesigning those aspects of your life that you are able to. This creates momentum to be able to reach your goals more rapidly and efficiently. Some of the things We will ask you to do are:

- ~ Experiment and try new things
- ~ Question your current assumptions
- ~ Remove all sources of stress in your life
- ~ Get support you need to handle a problem
- ~ Set goals that stretch you
- ~ Raise your personal standards
- ~ Stop tolerating "toxic" people & events
- ~ Eradicate all adrenaline triggers
- ~ Do your fieldwork between sessions
- ~ Start treating yourself much, much better

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COME TO YOUR COACHING SESSION READY TO WORK

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Your coaching call is an investment in yourself and your future.

Make the most of that investment by being prepared for the session.

BEFORE THE CALL

~ 10 minutes: Turn off the phones, relax, just "be" with yourself

~ 5 minutes: Collect your thoughts, think about the past week

As you gain momentum toward your goals, you will have a lot to share in each session. To make the most of the limited time, I suggest you choose up to 5 things to discuss each week. Here are some suggestions for you.

- * What was your greatest accomplishment in the last week
- * Any breakthroughs, shifts, or "AHA!" moments
- * A skill you developed or mastered since last week
- * Any "BUTS" that got or are getting in your way
- * Your biggest concern at the moment
- * How a particular project is progressing
- * Problems you encountered and how you handled them
- * The next goal you want to work on
- * What you will commit to do by the next session

AFTER THE CALL

~ Make notes of any commitments you made

~ Revise your goals, target dates or plans as necessary

~ Get ready for another great week!

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FIELDWORK BEFORE OUR FIRST CALL

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List 25 things you've done right in the last 12 months.

You may email this list to me if you choose to share it with me.

I have read the above and agree to the terms and conditions

Name _____ Date _____