



Dear Client,

I'm excited to be working with you. The decision to hire a coach is an intrepid and courageous one, for many reasons. Because mine is an emerging field, I'd like to put one element of uncertainty to rest right now by clarifying is the mystery of "what is coaching and what are your qualifications?" My membership in and certification from the International Coach Federation are your assurance of the highest standards of conduct and service. I adhere to the ICF's Ethical Guidelines and Standards of Conduct, which I am sending in a separate document.

It is important to me that each coaching relationship begin on a solid footing, with a clear mutual understanding of your expectations for the relationship, as well as my own. To that end, the following document articulates the terms of our coaching agreement. Along with the Client and Coach Pledges, this document sets the stage for our partnership. If you do not feel that the terms of our agreement are crystal clear, please let me know and we'll collaborate until an understanding is reached. I look forward to a long and fruitful partnership with you. I celebrate the investment you're making in yourself, and the short-term and long-term rewards your investment will yield.

All good things,

A handwritten signature in blue ink that reads "Michele".

Michele Lisenbury Christensen, Professional Certified Coach
Member, International Coach Federation



TERMS OF COACHING AGREEMENT

QUALIFICATIONS

I, Michele Lisenbury Christensen, have no qualifications whatsoever outside being a great listener, a fearless reflector of what I hear and sense, and a student of life. I present myself as an expert in nothing, though I'll gladly give my humble opinion on most anything.

I was trained to coach by The Coaches' Training Institute, Coach University (where I am now a popular instructor), Sedona Training Associates, the Wright Institute for Lifelong Learning, and through working directly with Thomas Leonard, whom Newsweek magazine called "the father of the coaching movement." I'm not sure I'd call it a "movement", but I know I learned a lot from collaborating with Thomas.

I hold a Bachelor's Degree with Honors in Economics from the University of Puget Sound, with a second major in Business Leadership. I hold a Master's Degree in Psychology from Antioch University, with emphasis on spiritual psychology and the science of meaningful, lasting change.

Most of all, my CLIENTS are the people who have taught me about coaching, success, and practical spirituality, and I continue to learn from them in every coaching session.

NATURE OF SERVICES

Coaching services offered under the Coaching Agreement are of a specific and limited type: these services include telephone coaching and in some cases e-mail interactions. Coaching services are not to be construed as, or as replacement for: management consulting, financial advice, legal counsel, medical advice, psychotherapy, or divine wisdom. Action plans created in the context of the coaching are solely the client's responsibility and as the coach, I assume no liability for any direct or indirect outcome. Coaching is a partnership for the client's success; the client remains 100% responsible for his decisions, actions, outcomes and life.

PERSPECTIVE

I believe in the dignity and integrity of every human being. I am committed to eliciting the marvelous inherent capability and boundless resourcefulness in each client. Through an interactive coaching process, I pursue the development of client-designed strategies and solutions that move my client toward the timely and sustainable attainment of his or her goals. I respect and protect my clients' vulnerability, and at the same time, I constructively hold each client to a high standard of self-responsibility and accountability. I seek to honor and encourage my client's personal spiritual perspective and to support strategies for worldly success that are both informed by and conducted in service of the individual's spiritual path. I attempt to maintain objectivity and competence and will acknowledge any lapse in objectivity or competence, should such a lapse occur. It is always my intention to practice coaching in the best interests of the client, the community, and society as a whole.

CLIENT PROTECTION

The Client's well-being is the central focus of our coaching relationship. Placing the client's well-being as the first priority, I maintain a high level of integrity and trust-worthiness throughout our agreement. I am respectful of my clients' needs and requests. I deliver only constructive feedback. I am considerate of my clients' boundaries and limitations, as well as my own. I remain mindful of confidentiality issues and conflicts of interest. I am forthright and authentic in addressing any issue that may emerge. Under no circumstances will I ever take advantage of a Client personally, socially, sexually, or financially.

I will disclose any and all personal gain I may accrue by the Client/Coach relationship, including but not limited to: useful knowledge, personal growth, and fees received for referrals or recommendations I make. I communicate and demonstrate that my intention in any exchange of information, discussion, referral, or recommendation is the Client's growth and well-being, not the promotion of my own self-interest.



TERMS OF COACHING AGREEMENT

Continued

CONFIDENTIALITY

I will make every effort to honor my Clients' confidence. I cannot provide an *a priori* guarantee, however. I will advise the Client of any circumstances which might influence my objectivity or judgment. I will also inform the client of any decision, or factors relating to a decision, to reveal his or her confidential information to a higher authority. At this time, Coach/Client confidence is not privileged under law and could be subpoenaed via myself.

If I learn confidential information of an "outrageous", "illegal", or "dangerous-to-onself-or-others" nature, I will consult an attorney in order to determine whether to notify authorities. I may do this with or without the Client's consent.

Each client is apprised and agrees that any materials I provide may not be re-sold, published, or used outside the coaching relationship in any way without explicit written permission. I record coaching conversations for my clients' personal use and for my ongoing training. Client agrees, unless otherwise negotiated, that call recordings or other anonymous details of our work together, may be used in consultation with my mentors. Should our work be discussed with others for the purpose of my ongoing training and service improvement, my client's identity will be withheld from those other individuals.

CONFLICTS OF INTEREST

Any conflict of interest will be discussed and resolved with the Client's best interest in mind. Whenever a conflict becomes apparent, I will identify it and attempt to resolve it. If I find I am unable to serve any Client objectively, respectfully, and without internal or external conflict, I will terminate the coaching agreement, with reasonable advance notice and an explanation of the nature of the conflict.

REFERRALS AND TERMINATIONS

The coaching relationship is most productive for the client's long-term success when a long-term commitment is made. That notwithstanding, if for any reason at any time, the client feels he or she is not getting outstanding value from the partnership, he or she is free to terminate the agreement.

If ever an internal or external condition should arise which seems "uncoachable" or unworkable, I will reveal my observation and opinion to the client. I will suggest a viable solution(s) to the problem and make every effort to avoid injuring my client's dignity. The solution may include the client's seeking additional assistance from another professional such as an attorney, tax expert, consultant, or therapist. If the solution includes the client switching coaches, I will recommend at least three (3) suitable coaches.

If I suggest terminating the agreement without referral to another coach, or if I postpone the coaching contract until a more suitable time, I will explain clearly the rationale underlying my recommendation.

TERMS AND FEES

The particular times, frequency, and methods of our communication and the retainer for coaching services are outlined in the Coaching Agreement.

If any of the spirit or particulars of these terms are unclear to the Client at any time, it is the Client's responsibility to ask for clarification.