



**SERVICE
ORGANIZATION
LEADERSHIP
INTEGRITY
DESIGN**

For SOLID Coaching to succeed, both Client and Coach must make a commitment to each other. Our experience shows that the degree to which commitments are kept, is the degree to which SOLID coaching is a success.

You, the Client, truly determine the success of each session and that of the overall engagement. It may be accurately said that the benefit you derive from this process will be in direct proportion to the energy, drive and focus you put into it. Therefore, the following agreements are designed to assist and support you as you strive to gain the greatest possible benefit from each and every session.

Your Coach, Daniel Mueller commits to:

Initial

- ____ 1. **Start and end on-time:** Provide **50 minutes** of coaching for you during each one-hour of scheduled coaching (Note: this means we may start up to **10 minutes** after the scheduled session time.)
- ____ 2. **Maintain absolute confidentiality:** Keep the content of your coaching sessions strictly confidential.
- ____ 3. **Maintain clear boundaries:** Avoid conflicts of interest, which would compromise the integrity of our coaching relationship.
- ____ 4. **Model SOLID principles:** Model **SOLID's** core values of **S**ervice, **O**rganization, **L**eadership, **I**ntegrity, and **D**esign.
- ____ 5. **Be direct:** Provide direct, candid feedback, observations, and opinions.
- ____ 6. **Maintain focus.** Support you, the person, maintaining the focus on your highest and best interests at all times.
- ____ 7. **Provide recommendations:** Assume no authority over your actions, providing recommendations only, which you may/may not implement.
- ____ 8. **Guarantee services:** Provide a full refund of any coaching session for which you are dissatisfied.
- ____ 9. **Refer when appropriate:** Provide referrals to other professional resources when appropriate
Name: _____ **Date** _____

You commit to:

- ____ 1. **Prepare.** Think about an agenda before each session.
- ____ 2. **Plan Ahead.** Schedule your next session prior to having a session.
- ____ 3. **Arrange.** Email all work for session 24 hours in advance to Daniel@SOLIDcoaching.com
- ____ 4. **Engage.** Embrace the coaching process by being on time, prepared, present, and focused for each session and discuss all issues openly and honestly with your coach.
- ____ 5. **Prioritize.** Provide 24 hours notice when canceling a session, or pay for the appointment. Send all scheduling requests to Daniel@SOLIDcoaching.com
- ____ 6. **Act.** Keep all commitments you make, and actions you assign yourself.
- ____ 7. **Benefit.** Be responsible for gaining significant benefit from each session.
- ____ 8. **Utilize.** Engage and use your agreed coaching sessions per month; without accrual to next month.

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