

# **CREDENCE COACHING TERMS AND CONDITIONS**

## **What to expect:**

### **You = the client**

The aim of coaching is to help you identify any beliefs and unhelpful habits that are hindering your potential for success or not serving you well on a day to day basis.

In order to help the coach understand your aspirations, beliefs and habits, you may be asked about your past and sometimes this may lead to discussing situations that are traumatic or uncomfortable for you. It is not uncommon for these questions or discussions to trigger an emotional response. Please rest assured that your coach will support you through this process and allow you to work through it. Please also note that you are not obligated to answer any questions you are not comfortable with. Your wishes and confidentiality will be respected at all stages of the process. Sometimes, Coaching may feel like counselling however you will not be asked to 're-live' any trauma. You may be asked to identify the beliefs or unhelpful habits that have arisen as a result of past events. As a reminder, you do not have to share anything you do not wish to share.

As the sessions continue you will be offered strategies and tools to help you to understand and evaluate different perspectives and ultimately help you to achieve your goals. The client must understand that coaching sessions are aimed to support lasting positive change and the client's active participation is a key part of this process.

The coach will help the client identify the beliefs and habits which are potentially hindering success. The coach will assign and suggest work to address these. Should the client choose not to do the additional work assigned by the coach, the chances of a successful outcome will reduce significantly.

Whilst, there is no guaranteed success with coaching, the majority of clients experience positive change in their lives as a whole, not just in the specific area they have sought help with. Evidence and experience demonstrates that clients who have taken ownership of their situation and employed the techniques and strategies offered by the coach have achieved lasting positive effect.

Credence Coaching does not offer advice about your career, life, relationships or your financial situation. Your coaching sessions aim to make sense of your current circumstances and help you move forward towards a desired goal or empower you to make positive change in your life. You should expect your coach to challenge your thinking about your current situation to help you view it from a different perspective; this can often help facilitate decision making towards your desired goal.

### **Medical and mental health conditions**

Credence Coaching is not trained, licensed or equipped to treat and manage mental health conditions including suicidal ideation, alcohol or drug addiction, grief or severe trauma. Should the client, through the coaching process, disclose such issues or concerns, they may be advised to seek advice from their General Practitioner/healthcare provider or seek support from an appropriately trained specialist. Clients may continue with coaching sessions if under the care of other mental health/counselling/ specialist support, provided that the coaching sessions support and do not conflict or exacerbate the client's condition. If you are experiencing such treatment with another practitioner please inform your coach.

Credence coaching cannot provide coaching to anyone under the age of 18 years.

### **How to prepare/ client responsibilities**

Ensure you are in a quiet space where you are not disturbed or overheard  
Download Zoom and familiarise yourself with how to use the platform.  
Bring a notebook and pen  
Have some tissues available just in case there are tears!  
Ensure correct email address and phone number is provided for Credence coaching to send Zoom links and updates about coaching sessions. Check you have received the invitation before the session  
Take responsibility and ownership for suggested tasks and actions in between coaching sessions, whether it be homework set by the coach or actions agreed in the coaching call

### **Coach responsibilities**

Your coach (Anne Pearson) agrees to:

Protect client confidentiality and maintain notes and associated documents in such a way that identifiable information is not visible or accessible to others and in accordance with GDPR.

Generic and non-specific content of coaching sessions may be discussed with a mentor or shared with other coaches for personal development, advertising or education purposes, at no point will the client be identifiable by name or circumstance.

The exception to this confidentiality agreement may be if content of a coaching call is required to be disclosed by law or the client is at risk to themselves or others, in which case, appropriate authorities may be contacted for support or advice and the client's contact details may be disclosed if required by law.

Adhere to agreed coaching session timings, will arrive promptly and provide coaching and support for the time agreed.

Provide timely communication about changes to terms and conditions, coaching calls and ensure clients are provided with the zoom link information prior to the coaching session.

If you have any questions or concerns please contact us at: [hello@credencecoaching.co.uk](mailto:hello@credencecoaching.co.uk)

I look forward to working with you.

**Anne Pearson**

Founder of Credence Coaching