



THE COACHING AGREEMENT AND INFORMED CONSENT

Welcome to Tom Krapu's professional Coaching practice ([link](#)). This document and attachments constitute a contract between us (the "Agreement"). You should read it carefully and raise any questions and concerns that you have before you sign it.

Services:

The services provided by Tom Krapu include individual and group Coaching or TeleCoaching on topics decided jointly with you, the client. The purpose of coaching is to develop and implement strategies to help you reach personally identified goals of enhanced performance and personal satisfaction. Coaching may address a wide variety of goals including specific personal projects, life balance, job performance and satisfaction, or general conditions in your life, business, or profession. Tom Krapu is a psychologist and a professional certified coach (PCC) through the International Coach Federation ([link](#)).

Payment Procedure:



Coaching fees are described on the attachment coaching contract. This contract was developed between us. Always feel free to discuss the plan that best fits your needs and your schedule. Sign the current contract, and this Agreement and return them to me at your earliest convenience.

The Coach is paid in advance of each series of coaching calls or meetings. The first coaching session will begin after this agreement is signed, scanned and emailed to the Coach and the first payment is received. Services must be paid for in advance unless other arrangements are made, or they cannot be provided. Services requested by the Client, in addition to coaching calls, will be billed at a prorated hourly rate (agreed in advance) and will be paid within 30 days of service. Any changes to this procedure must be mutually agreed upon in writing.

Feedback:

If, at any time, you feel that your needs are not being met or you are not getting what you want out of the coaching or training group, please tell me, so we can discuss your needs and adjust your coaching program, as needed. We will continue to work on the goals that you define unless you want to stop, which we will do whenever you ask and any unused calls or meetings will be reimbursed to you.

Session Time:

Coaching is scheduled at the mutual convenience of the Coach and the Client. Generally, the day and time for the next call or meeting will be scheduled at the close of each coaching session, although you can schedule as many meetings as you wish at any time. I bill in fifteen-minute increments for each session. Coaching sessions can be any length.

Call Procedure:

The Client will call or meet the Coach at the pre-arranged time as scheduled, and pays the telephone charges if it is a long distance call. For group coaching calls and classes, the Coach will pay for the teleconference line, and the Clients will pay any long distance charges for the call into the conference line.

Cancellations:

Please remember that you must give 24 hours prior notice if you need to cancel or change the time of an appointment, otherwise you will be charged for the session in full if we cannot meet on the day of your appointment (emergencies excepted). The Coach will make reasonable efforts to reschedule sessions, which are cancelled in a timely manner.

Termination:

Either party may end the coaching relationship by providing the other party with a one-week written notice, which should be transmitted by email. If I end the coaching relationship I will make every effort to help you seek someone else to work with if you want to continue working with someone.

Confidentiality:

As a licensed psychologist I have learned to protect the confidentiality of the communications with my clients. I apply these same standards with my coaching clients. I will only release information about our work to others with your written permission, or if I am required to do so by a court order or by law. There are some situations in which I am legally obligated to breach your confidentiality in order to protect you or others from harm, including

- (1) if I have information that indicates that a child or elderly or disabled person is being abused, I must report that to the appropriate state agency and
- (2) if a client is an imminent risk to him/herself or makes threats of imminent violence against another person, I am required to take protective actions. These situations rarely occur in coaching practices, but if such a situation does occur, I will make every effort to discuss it with you before taking any action. These actions are also mandated by the [ethical code](#) within the International Coach Federation.

Some sessions are conducted in groups, including teleconference groups. You agree to maintain the confidentiality of all information communicated to you by other coaching clients and by your Coach. We also understand that progress is often enhanced when clients discuss their coaching relationship with trusted colleagues and friends. You can have these discussions, but you are expected to be very careful not to share any information that would allow others in the group to be identified. One way to decide how and what to discuss is to think about how you would feel if someone else in the group was discussing you. As you are probably aware, it is impossible to protect the confidentiality of information that is transmitted electronically. This is particularly true of e-mail and information stored on computers connected to the Internet (unless you use encryption and other forms of security

protection), and if you use a cordless or cell phone, someone with a scanner could hear you talk. I use a cordless headset for most of our calls.

Coaching versus Psychotherapy:

I am a PhD level licensed psychologist who is trained to help people learn new skills and make significant behavior changes. The PhD level of training is the highest level of training in the social and behavioral sciences. I am here to offer my skills as a psychologist in the areas of communication, problem solving, behavior and relational change, mindfulness, and leadership training. I do this through a service called "Coaching", in which you come to me for help in making decisions and implementing them, in order to achieve goals that you decide for yourself.

In addition to being a Coach, I am also a licensed psychologist in Missouri with training and experience in diagnosing and treating emotional and psychological problems. Although there are some similarities between Coaching and psychotherapy, I will not conduct psychotherapy with my coaching clients. These are different activities, and it is important that you understand the differences between them. Although both Coaching and psychotherapy use knowledge of human behavior, motivation and behavioral change, there are major differences in the goals, focus, and level of professional responsibility.

As your Coach, my job is to help you to take information and skills that you already have as well as identify resources to gain additional information that will be helpful to you in achieving your goals. I will help you use this information:

- (1) to make decisions about which changes you would like to make,
- (2) to develop personal actions to make those changes,
- (3) to implement your action plan, observe results and make further behavioral changes, and
- (4) to develop strategies to maintain the changes you have made. I will support, encourage and help you stay "on track" toward your goals by helping you create accountability for yourself and your commitments.

You, as the Client, set the agenda for your coaching, and your success will depend on your willingness to define and take risks and try new approaches. You can expect your Coach to be honest and direct, asking straightforward questions and using supportive, but challenging techniques to help you move forward. You are expected to evaluate your own progress, and if the coaching is not working as you wish, you should immediately inform your Coach so we can both take steps to correct the problem. Like any human endeavor, coaching can involve feelings of distress and frustration, which accompany the process of change. Coaching does not offer any guarantee of success but has been helpful to others. In addition, I have attended a coaching training program through the Arbing Institute ([link](#)) and have been authorized to use Arbing methods and materials in one-on-one coaching. You may choose to incorporate these ideas and methods into your own coaching process.

Psychotherapy, on the other hand, is a health care service. Its primary focus is to identify, diagnose, and treat nervous and mental disorders. The goals include alleviating symptoms, understanding the underlying personality dynamics that create symptoms, changing the dysfunctional behaviors, which

are the result of these disorders, and helping patients to cope with their psychological problems. It is usually reimbursable through health insurance policies (while coaching is not, at present).

Psychotherapy patients are often emotionally vulnerable. This vulnerability is increased by the expectation that they will discuss very intimate personal information and will expose feelings about themselves that they are understandably sensitive about. The past life experiences of psychotherapy patients have often made trust difficult to achieve. These factors give psychotherapists greatly disproportionate power that creates a fiduciary responsibility to protect the safety of their clients. The coaching relationship is designed to avoid this power differential.

Because of these differences, the roles of Coach and psychotherapist are often in potential conflict, so I believe that it is ethically inappropriate, under most circumstances, for me to play both roles with a client. If I am your Coach, I cannot be your therapist. This means that if either of us recognizes that you have a problem that would benefit from psychotherapy, I will prompt a discussion regarding appropriate resources and facilitate a referral if asked to. In some situations, I may insist that you enter psychotherapy and require that you obtain a signed release of consent form for me to talk to your psychotherapist, as a condition of my continuing as your Coach. In many circumstances Coaching and Psychotherapy can occur simultaneously.

It is also important to understand that Coaching is a professional relationship. While it may feel at times like a close personal relationship, it is not one that can extend beyond professional boundaries, either during or after our work together. Considerable experience shows that when boundaries blur, the hard-won benefits gained from the coaching relationship are endangered.

ICF Credentialing:

I am deeply committed to being the best professional coach that I can be for my clients. Therefore, I am continually in a credentialing process through the International Coach Federation (ICF). This credentialing process results in distinctions that can be earned by a member of the coaching profession. One requirement to earn this credential is to provide proof that I have provided coaching to individuals or groups. This proof is provided to the ICF in the form of a client-coaching log that lists the client's name, contact information and hours coached. On occasion the ICF may contact people to verify information and the coaching received. There is never any disclosure of coaching content and your information is protected by the ICF. This coaching agreement grants your permission to be included on my client-coaching log to be used only for the purposes of ICF professional credentialing. Unless I hear from you otherwise, I will assume that you have given your permission to be included on this log. Thank you for your support of the coaching profession.

Mutual Nondisclosure:

The Coach and Client mutually recognize that they may discuss future plans, business affairs, customer lists, financial information, job information, goals, personal information, and other private information. The Coach will not voluntarily communicate the Client's information to a third party. In order to honor and protect the Coach's intellectual property, the Client likewise agrees not to disclose or communicate information about the Coach's practice, materials, or methods to any third parties.

Dispute Resolution:

Any controversy or claim arising out of or relating to this agreement, or the breach of this agreement, shall be settled by arbitration, which will occur via telephone by an arbitrator that we mutually agree upon. The costs of the arbitration shall be borne by the losing party.

Your signature below indicates that you have read the information in this document ("Coaching Agreement and Informed Consent") and any Attachments, such as the Coaching Fee Plan, and agree to abide by its terms during our professional Coaching relationship.

Client: _____ **Date** _____

Coach: _____ **Date** _____

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