

Frequently Asked Questions



1 Q. I'm not sure I'd be able to commit to a program right now can I book just one session to try it out?

A. Yes and No, so it's important to understand that a true and ethically run coaching practice would never try to claim or guarantee their client's goal achievement and success in just one coaching session. While individual coaching sessions are an option, they are generally reserved for my clients who have already established a coaching relationship with me. Why? Because we already have established a rapport and have a mutual understanding of how we communicate and how we will collaborate with each other.

Coaching is a relationship-based process based on trust and mutual respect. So just like any other relationship, it will take time to develop and grow. Coaching relationships that have had time to develop and grown overtime are the most effective and successful for coaching clients.

With that said, if you would like to ease into a coaching relationship with you slowly, I do offer individual coaching sessions I recommend signing up for our monthly group session, the Rooted Circle or attend a seasonal workshop.

2 Q. What are the benefits of investing into a coaching program vs individual session?

A. Great question! There are several advantages investing in a coaching program has over investing in individual coaching sessions. First and foremost, affordability and cost savings overall. Additionally, with a coaching program you get bundled services, generally more tools than in individual sessions, more coaching time with your coach, and depending on what program you're in, you gain access to a private portal packed with resources and tools that you have 24/7 access to.

Other benefits include discounted future coaching sessions by 50%, discounted entry to various courses, workshops, and others LeadWhole Coaching & Healthcare Advocacy sponsored events and programs. And don't forget a lifetime discount on your Wellbeing & Wholeness Market purchases.



3	Q. Do you offer a payment plan?	A. Yes, we offer payment plans for the following coaching programs:
		<ul style="list-style-type: none"> · Reclaim 4 -Month Program Experience · Reclaim 6- Month Program Experience
		<p>Additionally, we now offer Afterpay 3rd party payment services on select programs. 3rd party payment service eligibility is based on the criteria of the service provider, not LeadWhole Coachin.</p>
4	Q. I'm really worried about other people knowing about my coaching appointments, do you share my experience with others?	<p>A. Flat out, ABSOLUTELY NOT! Every coaching session is private and confidential (<i>this of course does not apply to group coaching experiences, however, even our group coaching sessions require our participants to sign a confidentiality agreement and our code of conduct</i>). We do not share your information or your participation unless you provide verbal or written permission to do so. This is outline in our coaching contract.</p>
5	Q. I heard you require a contract before starting our sessions, why do we need a contract?	<p>A. Awesome question! A Coaching contract helps to keep all parties accountable to your coaching journey. The Coaching contract outlines what expectations there are on your part as the client and what I provide to you as your coach. The Coaching contract also outlines your financial obligations, discusses any late or cancellation fees , and outlines our confidentiality and privacy policies. Coaching contracts are in alignment with the ICF code of conduct and I would question, as a professional coach, any person acting within a coaching role who does not require a contract agreement.</p>
6	Q. Do you provide a money back guarantee?	<p>A. Coaching is not a guarantee! Coaching is a process, and individual results vary based upon an individual's goals, motivation, and commitment to their own successes. The only guarantees I make are that I will always follow the ICF (International Coaching Federation) Core Competencies and Code of Ethics in my coaching practice, and that I will maintain your privacy.</p>
		<p>Please refer to the refund policy of the program you are seeking to invest in to get more information about our refund process. <u>There are NO REFUNDS on individual coaching sessions, this will be outlined in our coaching contract.</u></p>

7 Q. How will I be billed for my sessions? Is Prepayment required?

A. You can pay for your programs or sessions directly on our website or if you wish, you can be invoiced via digital invoicing through Square or Quickbooks (all major credit cards accepted). You may also pay with cash; however, all payments are prepaid in full prior to your session.

Additionally, you may satisfy your financial obligations via Afterpay.



93 Clinton St. Homer, NY 13077
www.LeadWholeCoaching.com