

# SOULSPEAKART: (for download) Coaching Policies

nataliehogge.com

*All of the coaching supports and communications delivered by SOULSPEAKART | NATALIE HOGGE as well as any coaching information shared on the website (nataliehogge.com) are not professional mental health care or medical care. If you should feel psychologically stressed or unwell, especially if it is to the point that it is interfering with your ability to function, and/or if you feel physically unwell, please seek out the mental health support and/or medical support you may need which can include contacting a doctor, your primary care physician, and/or a psychotherapist, mental health counselor, or other mental health or medical health care professional.*

## Coaching Policies

### **The Coaching Practice:**

Coaching is a relationship between the Coach and the Client that can facilitate the Client's process of personal growth and development.

Coaching is not therapy, counseling, advice giving, mental health care, or a mental health or medical intervention.

By entering into this relationship, the Coach and the Client acknowledge that the Client wants to make positive changes in their life and that progress and change happen at rates that are unique to each individual.

Throughout the coaching relationship, the Coach will engage in direct conversations with the Client which may include asking questions and making requests. The purpose of these interactions is to remind the Client of their own intentions in their stated goals and about the process of coaching in order to support, through coaching, the client's work towards realizing their stated goals.

Coaching supports may include setting priorities, establishing goals, identifying resources, brainstorming, creating action plans, asking clarifying questions, and providing models, examples, and in-the-moment skills training.

### **Confidentiality:**

Coaching is a confidential relationship. The Coach agrees to keep information strictly confidential except in those situations where such confidentiality would violate the law.

### **The Coaching Process:**

Coaching sessions are held by telephone, video, messaging, in-person, and/or in combinations. Coaches and Clients are partners in the coaching process. Each Client has the right to agree or disagree with their Coach's recommendations.

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*(continued)*

As per the International Coach Federation, professional coaching is an ongoing relationship that helps people produce positive results in their lives. Through the process of coaching, clients can deepen their learning and enhance their quality of life.

Coaches recognize that results are a matter of the client's intentions, choices, and actions supported by the coach's efforts and application of the coaching process.

### **Scheduling & Cancellations:**

Coaching sessions are scheduled in advance and according to Coach and Client mutual availability. We ask Clients for a minimum of 24-hour advance notice whenever possible if a session must be cancelled and/or rescheduled.

### **Emergencies:**

In case of an emergency, CALL 911 IMMEDIATELY. Tell the responder your name, where you are, and the nature of your emergency. We do not provide emergency services.

### **Termination of Coaching & Refund Policy:**

The length of each Client's coaching depend on the specifics of each person's goals and their individual progress. Either the Coach or the Client may discontinue coaching at any time, however refunds on packages will not be given.

### **Payment:**

Coaching supports are typically not covered by insurance. We do not bill insurance companies at this time. Payment is due at time of coaching or according to an individualized payment plan. Amounts are U.S. dollars (USD). There is a 3-week and 3-session minimum time commitment for new clients.

### **Rates & Packages:**

SOULSPEAKART | NATALIE HOGGE ([nataliehogg.com](http://nataliehogg.com)) offers the following coaching rates and packages. Please refer to the website for details of each package listed below:

- Starter: \$450
- Basic: \$600
- Prime: \$1,525
- By the Hour: \$160/hour
- Individualized Option