

Coaching Agreement



Introduction. We're excited to coach you during this season of your life! At People Launching, coaching is a series of conversations designed to help you step into a greater vision for your life. To ensure a productive and successful coaching relationship, we've outlined a few key guidelines below. If you have any questions, please contact Elaine Webb at elaine@peoplelaunching.com.

Trust & Communication. A strong coaching relationship is built on mutual respect, integrity, and open communication. We encourage honesty and directness in our conversations. If at any point you have concerns or are dissatisfied, please share them with your coach so we can address them together.

Confidentiality. Your coaching journey is private, and confidentiality will be upheld between People Launching and the client. However, we may share relevant information internally among our staff, board, and approved partners (e.g., Matt Noble of Revive Leader Care, Dwayne Bond of Proximus Group) if the client has consented to their involvement in the coaching process.

While your coaching conversations remain private, there are a few legal and ethical exceptions. Confidentiality may be waived if (1) disclosure is required by law or subpoena, (2) there is a reasonable belief of imminent harm to you or others, or (3) illegal activity is disclosed during coaching. Reasonable efforts will be made to notify you in such cases, unless prohibited by law.

Sometimes third parties (such as an employer or someone covering the cost of your coaching) may request that we share relevant coaching progress updates with them. We'll make reasonable efforts to gain your permission before doing so. If you already know who you'd like us to share with, please list them here:

Commitment & Motivation. Coaching is most effective when you are fully engaged. We expect you to take ownership of your growth, follow through on commitments, and be open to accountability. Your progress depends on your dedication to the process.

Preparation & Growth. Coaching is purposeful and goal-driven. You may receive 'homework' or reflective exercises between sessions, which are key to your development. Your coach is not here to provide all the answers but will walk alongside you as you seek clarity and direction.

Appointments, Cancellations & Termination

- Sessions typically last 60 minutes.
- Coaching sessions may take place in person, by phone, or via Zoom (see our “New Clients” page for access details).
- Cancellations must be made at least 24 hours in advance. Late cancellations or missed appointments will not be refunded.
- Either you or your coach may discontinue the coaching relationship at any time. If you choose to end coaching, we ask that you give at least two week’s notice so we can conclude well. Your coach will do the same.

Fees & Payment

- Please refer to our fee schedule for current rates or speak with us directly about your pricing.
- If our rates change during the course of your coaching, we will inform you in advance.

Additional Support. You are welcome to reach out to your coach between sessions via email, text, or short calls to ask questions, share struggles, or celebrate wins. Calls or Zoom meetings under 15 minutes are complimentary, as we find that this additional support enhances progress.

Training & Credentialing

- People Launching trains new coaches. Occasionally, we may ask if a trainee can observe a session. You are free to decline.
- Some of our coaches may be pursuing credentialing (such as with ICF, International Coaching Federation), we may need to report your name, coaching dates, total hours, and contact information. You may be contacted to verify that you received coaching, but session details will remain strictly confidential.

Jurisdiction and Dispute Resolution. This agreement is governed by the laws of the State of North Carolina. If a dispute arises that cannot be resolved informally, both parties agree to pursue mediation in good faith before considering legal action. Whenever possible, we will seek the help of a mutually agreed-upon mediator (preferably someone trained through a Christian mediation organization such as Peacemaker Ministries or a similar group).

Professional Disclaimer and Limitation of Liability. Coaching is not therapy and should not replace professional guidance in legal, medical, mental health, or financial matters. We are not responsible for any decisions or outcomes resulting from coaching sessions. If you are currently under the care of a mental health professional, we encourage you to inform

them of your coaching relationship. In the event of any dispute, the maximum liability of your coach or People Launching shall be limited to the total amount paid for coaching services.

HAVE YOU READ AND DO YOU AGREE TO THE ABOVE?

SIGNATURE _____ DATE _____

PRINT NAME _____ PHONE _____

EMAIL _____

Please sign, scan and return to Elaine Webb at elaine@peoplelaunching.com