

Client Privacy & Coaching Contract

CORE CAPACITY, LLC

Dear Client:

Welcome! Thank you for choosing to take this journey with Kori Propst Miller, PhD and Core Capacity, LLC. If you are beginning a coaching relationship for the first time, you may notice you're experiencing some anxiety. As with many new opportunities or events in our lives, this is okay and expected. Just to inquire of my services took a lot of personal courage and demonstrates a willingness to take steps toward the changes you feel you need in your life.

Despite being a counselor and coach myself, I have walked down the road of needing help and desiring to understand myself with the help of someone who could challenge me to explore the depths of who I am and how I operate, from different perspectives.

I understand how much bravery it takes to leap toward increased awareness. Committing to discovery and positive change is admirable, and I appreciate the strength and curiosity present to make the decision to seek coaching for the development of greater meaning, value, and direction in your life.

I welcome the shared trust and honesty that will be created between us, and I look forward to witnessing the growth that you will experience as we work together. It is an honor for me to participate in this process with you. I trust that you will emerge from the difficult journeys you are traversing with a newfound sense of peace, freedom, and trust in yourself, even if uncomfortable.

It is important to me that you understand my background and orientation, areas of my experience and expertise, and the responsibilities we will share in this professional relationship.

PRIVACY

I have a policy of assured privacy. Everything we discuss in the coaching relationship will be held in professional confidence. By policy, the only way any information would be authorized to go outside my office is if you decide to sign a Release of Information Form, if you want some information to go to another professional, such as your physician, psychiatrist, or therapist. I may, however, consult with other coaching professionals with similar credentials to mine in order to provide you with the best service during our work together. Any information used to describe your situation/case will not be identifying. Since people typically do not understand the potential consequences of blanket release statements (for example, I do not honor such statements without written consent of the client, after discussion about potential consequences.

As a licensed mental health counselor, there are three exceptions under which the ethical principles of my profession (as a licensed mental health counselor) and State law cannot guarantee confidentiality: (1) when I believe you actually intend to harm yourself or another person; (2) if you tell me you have serious

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intentions to harm someone or commit a crime; or (3) when I believe a child or elder person has been or will be abused or neglected. As your coach, I am not held to the same standards, and I am not considered what is called a "mandated reporter" under these circumstances, however, I personally hold myself accountable to the best of my ability ensure that you are safe and under certain circumstances may call 911 or alert the person you listed as your emergency contact if I suspect that you're in danger. There are rare circumstances in which a professional can be ordered by a judge to release information. (However, court-ordered information leading to potential client harm is extremely rare — much rarer than data-loss due to computer malfunction.) Finally, because use of insurance companies for third party reimbursement involves some confidentiality risk (see below), signing of the Release of Information form would be necessary in such instances.

Please keep in mind that email and electronic communication is not necessarily secure, and any personal information shared cannot be guaranteed without a secure server arrangement. It is very important to be aware that computers and unencrypted e-mail, texts, and e-faxes communication can be relatively easily accessed by unauthorized people and hence can compromise the privacy and confidentiality of such communication. E-mails, texts, and e-faxes, in particular, are vulnerable to such unauthorized access due to the fact that servers or communication companies may have unlimited and direct access to all e-mails, texts and e-faxes that go through them.

Data in e-mails and e-fax is not encrypted. It is always a possibility that e-faxes, texts, and email can be sent erroneously to the wrong address and computers. My laptop is equipped with a firewall, virus protection, VPN, and a password. Please notify me if you decide to avoid or limit, in any way, the use of e-mail, texts, cell phones calls, phone messages, or e-faxes.

If you communicate private information via unencrypted e-mail, texts or e-fax or via phone messages, I will assume that you have made an informed decision, will view it as your agreement to take the risk that such communication may be intercepted, and will honor your desire to communicate on such matters.

As your coach, we are not entering into a relationship in which I am available for emergency situations. Please do not use texts, e-mail, voice mail, or faxes to alert me to emergency situations. I would request that any issues be addressed primarily during our scheduled coaching session.

As part of my coaching packages, I offer one email check-in per week. If you email me between sessions, I generally answer emails within 48 hours, with the exception of the weekends.

DUAL RELATIONSHIPS

Despite a popular perception, not all dual or multiple relationships are unethical

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or avoidable. Coaching never involves sexual or any other dual relationship that impairs my objectivity, professional judgment or can be exploitative in nature. I will assess carefully before entering into non-sexual and non-exploitative dual relationships with clients. It is important to realize that in some communities, particularly small towns, military bases, university campuses, health and wellness facilities, client camps or retreats, etc., multiple relationships are either unavoidable or expected. I will never acknowledge working with you without your permission. Many clients have chosen me as their coach because they knew me before they entered coaching with me, and/or are personally aware of my professional work and achievements. Nevertheless, I will discuss with you the often-existing complexities, potential benefits and difficulties that may be involved in dual or multiple relationships. Dual or multiple relationships can enhance trust and coaching effectiveness but can also detract from it and often it is impossible to know which ahead of time. It is your responsibility to advise me if the dual or multiple relationship becomes uncomfortable for you in any way. I will always listen carefully and respond to your feedback. My aim is to do what is most effective for our collaborative coaching effectiveness.

SOCIAL NETWORKING AND INTERNET SEARCHES

At times, I may conduct a web search on my clients before the beginning of coaching or during coaching. If you have concerns or questions regarding this practice, please discuss them with me. I will accept friend requests from current or former clients on social networking sites, such as Facebook, however, we will discuss the complexities that this poses should you request it as adding clients as friends on these sites and/or communicating via such sites can compromise your privacy. For this same reason, I request that clients keep communication related to coaching consolidated to our scheduled sessions and please do not use social media messaging as a way to express concerns or communicate about our current work.

TELE-COACHING

Consulting with clients exclusively over the phone or via video platforms or email rather than in person in the coach's office brings additional complexities and potential disadvantages to the process. When appropriate, I may recommend that you find a local therapist with whom you can meet face to face if we do agree that additional services of a therapeutic nature are necessary. If I am not aware of a local referral, one way to find such a therapist is to call the local Psychological Association chapter/ local NASW chapter / local Counseling chapter, etc. Therapy is not the same as coaching. As your coach we are not dealing with acute crises and severe psychological disturbances, such as schizophrenia, bipolar or some types of personality disorders. If I assess, at any point, that I am not effective in helping you reach your goals, and therapeutic services are necessary due to a mental health diagnosis, I will discuss it with you.

On the electronic/tech side, should we experience poor connectivity or service,

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we may need to switch modalities (from video to phone) or reschedule.

GROUP COACHING

In group coaching environments, it is of utmost importance that all members maintain privacy to the best of their ability and neither disclose the content of sessions nor the identity of fellow group members. It is highly recommended that any meaningful exchange outside the group also be discussed in the group. In group coaching, the other members of the group are typically not coaches or therapists. They are not regulated by the same ethics and laws that may bind your coach or therapist. The limits of privacy and the reporting laws have been outlined earlier in this document. While the expectation is that all group members will maintain privacy regarding anything said in the group, you cannot be certain that they will. You are ultimately responsible for what you say and what you think, feel, or do with the feedback you receive in the group.

KORI'S BACKGROUND AND EDUCATIONAL/PROFESSIONAL INFORMATION

In 2000 I graduated with honors from The University of Wyoming with a bachelor's degree in Exercise Physiology. From there I completed a Masters in Community Counseling in 2003, graduating Magna Cum Laude. I have a doctorate in Health Psychology & Behavioral Medicine. I have also completed a fellowship with the International Coaching Federation.

I started my professional career in Colorado where I resided for five years. My experience as a professional counselor has given me opportunities to practice with many populations in various settings from children and adolescents to adult substance abuse. I've accumulated clinical experience in outpatient mental health, family agency, in-home treatment, multi-systemic, and correctional settings. My mission is to walk the path with my clients as they develop more authentic ways of being in their lives.

I am a Licensed Clinical Mental Health Counselor in the state of Indiana, a Licensed Professional Counselor in the state of Colorado, a Licensed Professional Clinical Counselor in California, and a Licensed Professional clinical Counselor in the state of Montana. I am also an ACE certified health coach, an International Society of Sports Nutrition certified clinician, a National Academy of Metabolic Science certified nutrition coach, an Open-Heart Project certified mindfulness meditation instructor, and a certified intuitive eating counselor.

As your coach, I will use a blend of coaching modalities, including cognitive behavioral, positive psychology, mindfulness, self-compassion, acceptance and commitment, intuitive eating, family systems, and strengths-based experiential techniques aligned with social justice and geared toward integrated motivation. I collaborate with you to optimize your authenticity and empowerment with yourself, within relationships, and in your life. Encouragement, freedom, dignity, and curiosity undergird my approach.

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My continuing education over the post-graduate years has included a combination of workshop/conference study, supervised practice, and personal study in the above-referenced settings; with skill development relevant to the settings. These include such areas as: intuitive eating and eating psychology, motivation and self-determination, internal family systems, relationships and communication, developmental conflicts and issues from adolescence through late adulthood; mindfulness, meditation, and mind-body intervention; the gut-brain connection; language and limiting beliefs; mindset; disordered eating; body image; Gottman relationship method; and health psychology.

RANGE OF SERVICES

This range of experience facilitates development of multi-systemic, family-oriented, broad-based coaching services. Coaching needs vary from person to person. My services will meet the needs of many clients who are functioning at a high level *and* are deeply interested in and motivated toward self-awareness and living a life aligned with their values. If, however, a client's needs are beyond the scope of my expertise, and particularly oriented toward a mental health diagnosis, a referral to mental health professionals or specialists may be warranted, either as an alternative or supplement to my coaching. If it becomes apparent that you may need to be referred, please be reassured that it is policy for us to discuss your options in detail prior to any decision. The primary concern is that your needs will be met appropriately.

Those I provide coaching services for do not require a psychiatric diagnosis for treatment—they are individuals who want to feel better and find more satisfying ways of living. They want to set goals and discover how to access their authentic selves. They want to stretch, learn, and mine their lives to identify and implement their strengths. Many have goals in their lives that have gone unmet due to feeling stuck or just not having the guidance they need. The focus of my work is helping clients make transitions toward becoming who they want to be, no matter what stage of life they are in and what they have been through. Our focus in coaching is emergence—becoming who you are and discovering your potential through an approach of curiosity and compassion, which has often been masked by cultural conditioning. Most of my clients desire to experience a sense of showing up for themselves more consistently and approaching life with more courage.

THE COACHING EXPERIENCE

The experience you are about to embark on will embody the creation of a space in which you can be free to explore all aspects of yourself, your relationships, sometimes your history as it affects how you show up, and your life choices. Within this atmosphere and within the relationship we foster, shame and blame are non-existent. The space we create will be a mirror for who you are and what your life is like at any given moment, in the here and now. You may look at yourself or at

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your current circumstances and feel discomfort. The coaching environment will facilitate exploration of new ways of being and the courage to discover untapped strengths to resolve those conflicts, move forward with greater understanding about those conflicts, and the creation of new opportunities for growth.

Your efforts within this environment will be many. The energy, courage, and perseverance it takes to become more in tune with who you are, how your personality affects various aspects of your life, what your relationships indicate about you, and how you are involved in what life is handing you is great. Recognizing that you are a player in your own life, seizing the day and embracing new opportunities, and changing your thoughts and behaviors to reflect your beliefs and core values is not always easy. You may feel that you do not know yourself at all. Opening yourself up for self-discovery creates vulnerability and sometimes much anxiety. But remember, the space you create here is safe. And the pain in which we suffer to heal is never as great as that which could be permanent if we made the choice to do nothing.

By committing to the process of coaching, you will experience positive changes within yourself and the way you think and feel, how you relate to others and within your relationships, and your general outlook and views on life and your circumstances. Some of these changes may feel profound and seem to happen overnight, and others may take significant effort and deliberate, concentrated practice. Exercising patience for and compassion toward yourself and others involved will be paramount. These changes may be facilitated in a number of different ways, including but not limited to individual coaching; journaling; experiential type coaching where I may have you try a new behavior or action; or completion of homework such as reading, reflecting, observing, listening to a podcast, or watching a movie. Each of these activities will be designed specifically to enhance your progress, as well as increase the effectiveness of your coaching experience.

WHAT CAN I EXPECT?

Our first couple of sessions will focus on the concerns that are bringing you into coaching. A discussion of your history and its role in these issues will follow, and based on the factors you bring to the table, we will anticipate possible risks and benefits. We'll engage in a strengths assessment and set goals together based on the vision of your future! Throughout this process, it is important that you are a major player, and that we interact as a team in deciding the best course of action to promote consistent progress. Please remember that the coaching process is iterative and evolutionary. I do not operate from a script or a set structure for our sessions as I believe this can limit growth and is not representative of life. Often what you bring to the session, in the session, is ripe material to explore for long-term growth and development of principles that can help sustain and root you now and into the future.

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The following sessions will guide you toward positive change. While our focus will be on reducing the dissonance you are experiencing, you might feel an intensification of emotions. Anger, sadness, guilt, confusion, and anxiety may seem worse for a period of time, and this is normal. These emotions were likely inside of you already, and now you will be acknowledging them. The ways in which you relate to others may become more difficult as you develop more effective ways of communicating and being with others, and those around you may react negatively to the positive changes you are making. They are used to interacting with you in a certain way, and as such, it may feel as if they are undermining your progress. Under certain circumstances relational coaching may be introduced. Your goals will be reviewed and revised as necessary.

Your success in coaching will depend heavily on our development of trust. You will be discussing aspects of your life that feel vulnerable, and it is important that you know that as you share your life, you are in a confidential setting. It is likely also that you may experience intense feelings of closeness to your coach. This is normal, and because of this, I am held to high standards of professionalism and can assure you that you will be absolutely safe and free from exploitation of any kind in our relationship.

PAYMENT FOR SERVICES

Payment is due prior to securing services and are non-refundable, except under certain circumstances. Please note that chargebacks, reverse transactions, or refunds will incur a service charge.

SESSIONS

We will meet by Zoom or Google Meet for 45 minutes per session. Sessions do not necessarily need to occur at the same time each week, although it can be helpful to establish a routine in this way. We will decide on scheduling together.

CANCELLATION OF SESSIONS & NO-SHOWS

IMPORTANT: Please consider that there are a limited number of time slots, with most clients wanting to schedule appointments during the "prime" period of the day most in demand. Your scheduled appointment session is in an extended time slot reserved exclusively for you. It cannot be made available for anybody else unless: (A) You decide to cancel or reschedule, (B) You cancel or reschedule with a reasonable amount of notice, or (C) you don't show up within 15 minutes of the scheduled session.

Since my income also is based upon scheduled sessions, if you need to reschedule or cancel a session, **I REQUIRE AT LEAST 24 HOURS NOTICE (PLEASE CONSIDER MORE, IF POSSIBLE)**, so I might have a chance to reschedule in that time slot. *Except in unforeseeable, crisis-type situations, clients who don't give at least the 24-hour notice in canceling a session can consider that session used.*

No-Shows: if you do not show up for a scheduled session, I will reach out to you

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via email or text within the first 5 minutes to remind you, but if you do not show up within 15 minutes, consider that session used. As your coach, you can expect that I will wait for 15 minutes and then close the session. I will follow up via email to schedule our next session.

COACHING PACKAGES

DISCOVER

1-Month Core Capacity Coaching Package: \$625

4 45min Sessions, 1 Email Check-in/Week

DEEPEN

2-Month Core Capacity Coaching Package: \$1175

8 45-min Sessions, 1 Email Check-in/Week

CLARIFY

4-Month Core Capacity Coaching Package: \$2150

16 45-min Sessions, 1 Email Check-in/Week

MASTER

6-Month Core Capacity Coaching Package: \$3750

24 45-min Sessions, Unlimited Email Support

STANDARD OF CARE

Coaching has recognized standards of care for various types of goals, based upon research findings, accepted criteria for providing services, and methodologies based upon experience over time.

IMPORTANT THINGS TO KNOW

All correspondence should occur via email (dr.koricoaching@gmail.com) in between sessions, or during sessions. I may text you in some cases (i.e., if tech is not working). When you have questions, concerns, or apprehensions about any aspect of your coaching, please feel free to share them with me. Everything about your sessions is for your growth and development and you have a right to expect to experience this process at some point into the sessions. Please share any complaints with me immediately to ensure an efficient and effective coaching process.

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TERMINATION OF COACHING SERVICES

You will know you are approaching the opportunity to terminate your coaching services as you meet your goals, and your life improves significantly. You may experience relief very early in the relationship. However, this is usually due to gains in insight, but not adequate gains toward meeting sustainable change as these changes will usually involve development of new skills and behaviors over time.

Finally, when you are ready to stop scheduling routine sessions, please know the opportunity for future coaching will be available to you if you require it. The number of sessions you require will be determined by the nature of your current situation, the frequency of behaviors you'd like to change, your needs and goals, and your work in sessions and outside sessions among other things. Required sessions can vary, but the intention is to be satisfied that you've reached your goals.

Your decision to seek this coaching relationship marks a new beginning. You value your wellness to take steps toward greater awareness, alignment, and aliveness. I am proud to be a part of your journey.

With great respect,

Kori L. Propst Miller, PhD, Core Capacity, LLC

(please date, sign, and return the following page)

I have read the Client Privacy & Coaching Contract for work with Kori Propst Miller, PhD and Core Capacity, LLC carefully. I understand the policies outlined, and I agree to comply with them:

Date:

Client Name (Print):

Client Signature(s):

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