

HAPPYOLOGIST COACHING FAQs

INTRO TO COACHING:

What is coaching?

Coaching is a form of one on one work that helps you to change one or more aspects of your life. Through goal setting, motivational support, empowerment and problem solving, I will use a combination of skills and techniques to facilitate the fulfilment of your potential. The saying goes, “*If you don't know where you're going, you'll never get there.*” Coaching helps you to identify where you want to go and how to get there.

How is coaching different from other one-on-one services like therapy and mentoring?

Coaching is not a form of psychological counselling or therapy even though it is likely to bring about related benefits. Therapy deals with healing pain, dysfunction and conflict, and tends to focus a lot on your past. Coaching deals with the current reality, exploring your dreams and aspirations, and identifying how to work towards them. Coaching is much more present and future oriented, and very driven by your goals (which we will identify in our first session).

A mentor on the other hand provides their wisdom and expertise based on their life experiences. They often advise you on exactly what you should do. Working with me as your coach means that you get the wisdom and expertise of the coaching process and positive psychology (also known as the science of happiness and performance) to help you to decide what to do. As a coach, I help you to brainstorm more options, give you perspective on them, and then empower you to make your own decisions.

Why does coaching work?

Coaching works because it is based on a wide variety of principles and techniques from a range of psychologically based disciplines. It doesn't limit the approach to one model or tool, but brings in different things into the sessions based on what you as the client needs. The coach-client relationship also creates a sense of accountability that makes you more driven, focused and likely to succeed because you are investing the time, energy and money to work on your personal development with a coach. Research has shown coaching results in behaviour change, performance outcomes and increased levels of happiness.

For how long do I work with you?

This varies on a client-by-client basis. Some of my clients start the more intensive 6-session program with bi-weekly coaching sessions, and then move on to monthly sessions to keep the momentum going. Others like the bi-weekly support and keep that going for 6 - 12 months. In rare cases some clients do a one off 60 minute session with me if they just need help with one specific problem (for example, preparing for a managerial review) and then reach out to me sporadically when they feel like they need the extra support through another one off session. For optimum results I recommend three to six months of coaching to set you in the right direction and give you the tools you need to succeed.

What is your responsibility as the coach?

My responsibility as a coach is to approach all our interactions from a non-judgemental, unbiased viewpoint. I listen to you objectively and keep our conversations confidential. My role as the coach is to act as a sounding board for exploring different possibilities, highlighting blind spots, and supporting you in thoughtful planning. I believe you have all the resources and capabilities you need to be happy and successful in your life, and my role as the coach is to help you become more aware of these and use them in a more efficient way.

What is my responsibility as the coaching client?

Your responsibility is to approach the coaching agreement with commitment, honesty and determination. You will be fully present at the sessions and take full responsibility for your personal decisions and actions that follow the sessions. You will take the tools and principles provided by me and use them in a way that helps you to move forward in your path towards fulfilment.

How are you different from a normal life coach?

- I offer a clear, tangible outcome at the end of every session.
- I have a scientific background on top of my life coaching qualification.
- I bring in exercises which have been proven to be effective.
- I am specialised in happiness – and isn't that the ultimate life goal?
- I connect you not only to your mind but also to your intuition.
- I offer extra support and give homework in between sessions.

What do you focus on as a happiness life coach?

I help you to:

- Kill self doubt by becoming more confident in who you are.
- Get clear on what you want and how to get it.
- Eliminate stress and anxiety by overcoming negative thinking.
- Replace the habits which hold you back with new ones which push you towards your goals.
- Build a lifestyle that fills your heart with passion and purpose whilst also fuelling your success (be it in your careers, relationships or everyday life).

How these results are achieved and what the specific outcomes look like for you vary depending on your situation and the ideal outcome you have in mind. For example, when it comes to confidence, I have helped past clients to change jobs, become entrepreneurs, and prepare for performance reviews. I've helped clients embed new healthy habits into their lives, get clear on the lifestyle they want and get clear on what kind of career they desire. I've also helped clients to reduce their self-criticism, reduce stress induced insomnia and become more comfortable in social situations.

SPECIFICS OF THE COACHING SESSIONS:

How long are the coaching sessions?

Each coaching session lasts between 50 to 70 minutes (roughly one hour).

How are the coaching sessions delivered?

The coaching sessions are delivered via telephone, Skype or FaceTime at a previously agreed date and time. With Skype and FaceTime there is the opportunity to use webcam if your internet speed allows it.

What happens before a coaching session?

Before a coaching session you will be required to pay in full or the first instalment of the package you've chosen. Then you will be directed to my calendar where you will see the next available dates and times. You will pick your chosen slot and book it, answer a short questionnaire to prepare us both for the session, and you'll agree to the terms and conditions. Then all you need to do is show up to the first session on the right day at the right time!

What happens during a coaching session?

Every coaching session has a specific focus and end goal in mind. We will discuss this at the start of every session, and together set a session goal that is in line with the long-term goal you're looking to achieve with the coaching sessions. During the 60 minutes, I will ask you a lot of reflective questions, put you through different positive psychology exercises and get you to think differently to help you to work towards this session goal. Every session ends with some kind of homework for you to complete (for example, a specific action you want to take, a creative exercise to do or further reading).

What happens after a coaching session?

If you purchased a package, you will receive a recording of the session afterwards. Most likely you will also have exercises to complete before our next session and/or an action you have promised to take to move forwards towards your goal.

If you bought a one off session, then you have the choice to have me email you on a select date and time after the session to check if you've completed the action or exercise that you set yourself to do at the end of the session.

What happens in-between sessions if I've bought a package?

If you have purchased a 3- or 6-session package, you will receive unlimited email support in between sessions. That means that you can email me with any questions or queries in between our sessions, and I will do what I can to help you via email. We may also dive deeper into some of your questions or queries in the next session.

I will also give you 'homework' to do in-between the sessions, which can range anything from specific questions to answer, creative exercises to complete, recommended reading, and/or the actions you committed to taking at the end of our session.

How long do I have to use the sessions?

If you bought a one off session, you have 30 days to use it. If you bought the 3-session program, you have 90 days to use the three sessions. If you bought the six-session package, you have up to 180 days to use the six sessions.

What is your cancellation policy for sessions?

If you have purchased a one off session or a 3- or 6-session program, you can not cancel your purchase. You can however cancel and re-schedule appointments up to 48 hours (2 business days) before it's original scheduled date and time. If you do this later than 48 hours before the session, you will be fully charged for it.

If for some reason you are unable to complete the 3- or 6-session program you purchased, then you do have the right to transfer the remaining sessions to someone you know for them to continue with the package.

What is your refund policy?

If you are unhappy with a particular session, you have the right to submit a complaint within 48 hours of the session. If you outline in writing (a minimum of 200 words) why you are dissatisfied with the session, you will be given a full refund. If this session is a part of a package, both you and I have the right to cancel the remainder of you package immediately, confirming the termination of the package via email. If one of us decides to terminate the agreement then I will have no obligation to provide any further coaching sessions to you, and you will be entitled to a refund for any future coaching sessions for which you have already paid but will no longer be receiving.

COMMON QUESTIONS ADDRESSED:

How do I know if coaching is for me?

If you're ready to commit, show up and do the hard work, coaching is for you. I give ambitious people who want to stand out the guidance they need to succeed. I've worked with CEOs, entrepreneurs, moms at home, career women and many others. It doesn't matter what lifestyle you live or what life phase you're in. The most important thing is that you're ready to commit your time and energy to it so that you can get the most out of it for your long-term happiness and success.

How can the success of these coaching sessions be measured?

This is something we establish in our first session. We talk about what you're looking to get out of it, what's your ideal outcome and how we assess progress towards that outcome. Some of my clients have quantified their measures of success, such as getting a minimum of six hours of sleep a night, sending ten job applications a week, or leaving work at 6.30 pm 80% of the time. Others use internal measures, such as feeling more confident, being more self-aware of their intuition and smiling more. Together we will come up with a success measure that works for you.

What if I don't think it's a good time right now as I'm feeling too busy?

There's never a good time, and waiting for one isn't going to appear. You will always think there isn't enough time in the day, and that time flies. That's why you have to make time for the important things. That's why there's never a better time to start than now.

What if I think I'm too stressed to handle it right now?

Only you can make that decision. But you should also know that stress is a choice so it won't go away with time. It will only go away with a different approach to your time and a different perspective from you. A lot of the clients I work with come to me specifically to work on stress so this is also something that our first sessions could focus on. That way you'll learn to harness it in a more positive way, avoid overwhelm before it catches you and get more done in less time.

What if I think it's too expensive?

If you are not prepared to pay in full for a package, you have the option to pay them in instalments. Research has also shown that the more you invest into something you care about, the more you're going to put into it, and also as a result get out of it. When you are making the decision on whether to buy coaching, you need to be ready to make the commitment financially as well as energy and time wise. Ask yourself, *"How much is happiness worth to you?"* Then also reflect on all the good effects it will have on your career, relationships and health. If you're ready to handle these, you're ready to make the financial investment.

What if my internet is too slow for Skype?

If you think your internet isn't quick enough to handle Skype, I'd recommend we do the session over the phone. In that case you would call me on my British mobile at +44 7564 397437.

What if I can't make my session last minute?

If you cancel within 48 hours (or 2 business days) of the session, you will be charged fully. The only exception to this rule is due to severe illness or other abnormal circumstances.

How can I pay you?

I take payments securely over Paypal so we are both protected. There you can pay with debit and credit cards, or your Paypal account.

What if I have to stop or cancel the program midway?

This is strongly discouraged as it will cause you to lose momentum and you will still be liable for all remaining payments. However you can allow someone else you know to use the rest of your sessions.

How are my session recordings and notes protected?

The session recordings and notes are in password protected folders and files on a cloud and a hard disk. The recordings will be deleted 3 months after your session.

Do I get a commission if I refer you to someone who buys from you?

Yes! I've got a referral program going on which means that if you refer me to someone who ends up becoming a customer, you get rewarded! If your acquaintance buys a 3- or 6-session program

from me and mentions you, you will get one 60 minute session delivered for free. If someone buys a one off session from me and mentions you, you will get a 30 minute speed coaching session.

What if I'm not sure if you can help me with my situation?

Drop me an email at [susanna\[at\]happyologist dot co dot uk](mailto:susanna@happyologist.co.uk) and we can have an honest chat about it.

Is it possible to have a taster session?

You can buy a one-off session for £169 if you want to test coaching first and see if it's something for you.

What if I get coaching from you and it really doesn't help?

If you show up and are ready to work hard, it will. If it doesn't, we will talk about how to adapt it to you in a way that makes it work. If you're really unhappy and don't want to even try to fix it, I will give you a full refund if you outline in an email (in 200 words or more) why it's not working. Make sure you send that email within 48 hours of your session.