



# Counselling and Life Coaching Welcome Pack

# Table of contents

Counselling and Life Coaching Contract	3
Business Terms and Conditions	4
General Proposed Schedule	5

# Counselling and Life Coaching Contract

## Welcome to Springhill Digital LTD one-to-one services

We will be working together for the next few weeks, so here are a few things to take note of. We also hope that you find our services useful, uplifting and positive.

## Who are we?

We are a small family company based in the UK and we believe in the power of the internet and digital technologies to better educate, train and support individuals either at work or in their personal lives.

## What is the difference between Counselling and Life Coaching?

Counselling in its simplest terms involves giving counsel or advice to overcome or improve a specific situation or concern. In most cases, the client does not possess the necessary information to solve the problem. Life Coaching involves helping or giving direction to someone so that they can find answers to problems for themselves. From a client's perspective counselling tends to be more passive and life coaching more active. We use a combination of these two approaches.

## Our responsibility

During our sessions, we will help you set realistic goals and healthy expectations. We will be honest and fair in our approach. Our aim is to equip with the right tools to move forward in the recovery journey. We do not offer a clinical diagnosis as this is the responsibility of the medical profession.

## Your responsibility

You will be given exercises, readings and other activities to perform during the week. Give it a try. Approach these with an open mind. Put effort into them. Take life one day at a time. If you feel or have any concerns during and after the sessions let us know.

# Business Terms and Conditions

## Counselling and Life Coaching Sessions

We agree to meet weekly using Skype. The specific days and times will be pre-arranged between the two parties. Each session will take 60 minutes. There might be an e-mail catch up during the week between the sessions, if appropriate.

## Confidentiality and Data Protection Act

We adhere to commonly accepted codes of privacy and confidentiality in counselling ethics. We also endeavour to follow the data protection principles set out in the Data Protection Act (UK).

## Conflicts of information

It is important to understand that these sessions are not intended to replace or supersede any medical advice. We intend to provide a service that is in harmony with any current medical treatment that the client is undergoing. If at any time during our sessions there is any doubt about this, please feel free to discuss any concerns.

## Cancellations & Refund Policy

For a full refund, please let us know 48 hours in advance if you can't keep an appointment. A full refund will also be provided if we have to cancel an appointment. In the rare occasion of not being able to give a 24 hour notice, we will give you a free session.

## Rescheduling

Please let us know 24 hours in advance if you need to reschedule. There will be no additional charges involved in rescheduling once. A second reschedule will incur a charge of 50% of the total value of the session. A third reschedule will be treated as a new charging schedule.

## Payments

Payment is made once a time has been agreed for a session. An invoice will be sent out by e-mail and this will be payable by Paypal. We use Paypal as it is one of the safest ways of making transactions online and there is no need for us to keep any banking details. **The total price per hourly session is 55 USD.**

## Closure of Contract

You may choose to end our work together whenever you wish. We recommend a minimum of 6 sessions but there is no obligation to commit to a certain number of sessions by the client. More sessions can be offered if appropriate.

# General Proposed Schedule

**DATE:** To be arranged

**DURATION:** 60 minutes

**LOCATION:** Skype Session

**ATTENDEES:** To be arranged

Session	Topics	Weekly task
#1	Short Introductions. Questionnaire discussion and Initial assessment. Setting goals and expectations.	Reading #1 Exercise # 1
#2	Weekly progress report. Understanding OCD and breaking the cycle: What if's?	Reading #2 Exercise # 2
#3	Weekly progress report. Early warning Systems:Keeping things Simple. Acceptance and non-engagement.	Reading #3 Exercise # 3
#4	Weekly progress report. Mindfulness: Building Awareness and Acceptance	Reading #4 Exercise # 4
#5	Weekly progress report. Taking control or not : Feelings and Emotions	Reading #4 Exercise # 4
#6	Weekly progress report. Maintenance plan.	

**The topics above are given for indication purposes only.** According to the client's circumstances, it may be necessary to change the order of topics presented and/or adopt different topics during the sessions provided. Every client is different and we aim to offer a service adapted to the personal circumstances of the client.

THE FIRST STEP  
TOWARD CHANGE  
IS AWARENESS.  
THE SECOND STEP  
IS ACCEPTANCE.

NATHANIEL BRANDEN