

## Needs-Based Resonant Coaching with Pernille

As we embark on a coaching journey together, or as you are considering so, I would like you to know what to expect and some beliefs and expectations I hold around this work; should something disturb you or awaken your curiosity, I welcome a conversation about it.

Some of my core beliefs and commitments:

- ♥ **Safety:** We might work on matters that are delicate for you. I am committed to providing your safety, emotionally and in other ways.
- ♥ **Confidentiality:** Your information is safe with me. Even the fact that we have conversations is confidential on my end.
- ♥ **Sensemaking:** Your feelings and actions make sense. I want to understand you on your own terms and loyally accompany you through your issues.
- ♥ **Alignment:** Wise and sustainable decisions are made from a state of self-connection, of alignment between body, soul, and mind, as well as your past and present. I will support you in reaching alignment before making decisions.
- ♥ **Connectedness:** As humans, we form a web with each other and all living beings on this Earth, yet the predominant culture has taught us to stand strong on our own. I may remind you of your interconnectedness with those around you and everything else as we walk.
- ♥ **Equity.** I am committed to treating you and everybody else equally. As a white, middle-class, middle-aged woman, I know I have blind spots. I am devoted to seeing myself and others more clearly and through the lens of human history, and I welcome being called into awareness when I've shown up with blindness.

I am dedicated to supporting you as best I can during our coaching relationship. We may identify your values, passions, and what your heart longs to express to get a sense of the seeds in you that want to grow. We may also do role-plays to heal and gain understanding. We may explore the aspects of you that normally hide from the light of your awareness and befriend them.

We will be following your agenda, not mine. Using a variety of approaches, we will discover what is alive for you and what your heart longs for and develop a course of action accordingly, even if this action may be non-action. If you are uncomfortable with the direction of our coaching sessions or are not getting what you need from coaching, I invite you to let me know so we may course-correct or end the coaching relationship.

As a member of the International Coach Federation (ICF), I abide to the ICF [Code of Ethics](#), ensuring safety, responsibility, and relevance.

*Please let me know if any of what I have mentioned here causes questions or hesitation.*

## Client Information – Personal Profile

Confidential – I am the only one having access to this, and it will be deleted when more than 12 months have passed since our last coaching session.

Name:	
Phone:	
Are you on Messenger or WhatsApp with the above name and phone no? As back-up if needed.	
Email Address:	
Hometown and country:	
If your company pays: Company VAT or registration no., and address:	
Year of birth:	
Closest people (in case I cannot reach you) – and a way to connect with one of them:	
Any requests you have regarding our work? For instance, if you have cultural practices or beliefs which affect the way you'd like us to work together, please let me know	
Any sensitivities, conditions, or diagnoses (for instance, medical or psychiatric) relevant to our sessions, let me know either here or as soon as relevant.	
Anything else you would like me to know?	

## Terms and conditions

**Platform.** We do our coaching over Zoom. We will shut the video off if the connection cannot support a visual image. If Zoom is too unstable to accommodate us, I will call you by phone, Messenger, or WhatsApp. The Zoom meeting ID is in the confirmation email and the reminders.

**How many sessions?** As standard, I suggest three 60-minute conversations the first month, then two sessions a month for some months, and longer intervals as you gradually internalize our work. I suggest you commit to a minimum of 3 months of Needs-Based Coaching. I am also open to other ways of working.

**Booking.** You make your appointments at [www.businessbyheart.as.me/60-min](http://www.businessbyheart.as.me/60-min); creating a login is smooth next time you book. You can easily reschedule or give me a cancellation notice 24 hours ahead if needed. Later cancellations over text or messenger, and I will not charge you. No-show will be invoiced as a usual session.

**Notes and recordings.** I will take notes during our sessions and offer to send you a picture of them. My notes are kept safely and only carry your first name on top. If you want a recording of our Zoom conversations, Zoom is set up to let you record.

**Contact.** Feel free to contact me between our sessions if you have questions, challenges, or something you would like to share or discuss. I enjoy knowing what goes on for you! Please keep it at 5-10 minutes each time. I strive to reply email and text messages within 48 hours. This is free of charge.

**Pricing:** I charge 100GBP/ 125 EUR/ 150 USD per hour and invoice you at the beginning of the next month, including info about how to transfer. I offer a 15 % reduction if you pay 10 hours in advance. If you choose to end the coaching agreement, I refund the remaining value with a 20 £/ 25 €/ 30 \$ fee.

**Discounts:** RHP<sup>1</sup>, NBC, and CFT students get 25 % off for the first six sessions unless something else has been agreed.

**Consent.** I request your consent to the following:

- That I, to maintain my credentials with the International Coach Federation (ICF), may submit a record of your hours with me. ICF will not get access to contact info, content, or methodology.
- For clarity about the limitations of this work and to protect you, me, and the coaching profession against public miscredit, please confirm the paragraph below:

**Disclaimer.** This work is not psychotherapy and is not a substitute for psychotherapy. It is meant as an exploration of present conditions that sometimes are linked to emotional experiences in the past that will make sense through our work and, thus, make your brain a kinder place to live. If you have a psychiatric diagnosis or if you have been considering suicide, this work is not clinically suited to your situation. It should only be pursued if you are also under the care of a qualified therapist that allows you to coach with me.

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Client: date and signature



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Pernille Plantener

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<sup>1</sup> RHP: Resonant Healing Practitioners. CFT: Coaching for Transformation. NBC: Needs-Based Coaching.