



GLADEANA McMAHON ASSOCIATES

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INDIVIDUAL COACHING CLIENT INFORMATION SHEET

Our Approach and Process

There are many different models of coaching to choose from. We do not believe there is one model that helps everyone as each person is an individual and what might suit one person may not necessarily suit another. However, our main approach is that of Cognitive Behavioural Coaching.

We offer prospective clients a Coaching Assessment Session. This provides you with an opportunity to consider whether you wish to work with your coach. It is just as important that you feel comfortable with your coach, as it is that your coach feels able to work with you. It would be unethical for a coach to offer to work with you if s/he did not have the right skill base and where you would be better served elsewhere.

If you and your coach wish to work together we normally arrange an agreed number of sessions. If we are not to work together we try, wherever possible, to provide you with details of alternative coaches. There is no obligation to attend all the sessions arranged and you are free to terminate your coaching programme at any time. A mini review of our work takes place mid-point during the coaching programme and a formal review is undertaken at the end of the agreed number of sessions. Reviews provide the opportunity to jointly assess progress and what further action is needed if any.

If you are late arriving for your session we still terminate at the usual time so as not to delay the next person. We leave 15 minutes between coaching sessions to allow people wishing to remain

anonymous the opportunity of doing so. We see clients during the day as well as in the evening and at the weekend. The sessions for coaching clients may vary in length from between one to three hours and the length of sessions is mutually agreed at the beginning of your coaching programme. Apart from individual meetings we are able to offer coaching via the Telephone or Skype. You will be responsible for ringing your coach on the agreed telephone number if you opt for telephone coaching.

We aim to be sensitive to the cultural and ethnic origins of individuals and to people's religious beliefs and sexual orientation. We operate our practice along the lines normally associated with an equal opportunities employer

How can Cognitive-Behavioural Coaching help me?

Cognitive-Behavioural Coaching (CBC) aims to help you gain a perspective about whatever is troubling you. Together we identify what might be stopping you from reaching your full potential and what action you need to take to change your situation.

The aim of CBC is to help you change your behaviour to that which is more productive and rewarding for you. The process helps you move towards becoming the kind of person you want to be attaining the outcomes you desire both personally and professionally.

Background Information

Codes of Ethics

We abide by the Association for Rational Emotive Behaviour Therapy (AREBT) Coaching and Association for Coaching (AC) codes of ethics.

Coaching Supervision

Good practice requires regular coaching supervision of cases as this ensures standards are maintained.

Confidentiality and Access to Notes

The trust between client and coach is crucial to the success of the process and we treat all information disclosed as confidential within the remit allowed by the law. Any details a Coaching Supervisor

receives are also treated as confidential and we do not disclose client details to a third party without the client's permission. However, if in our opinion a client is a danger to him/herself or to others we do reserve the right to inform the appropriate agencies. It is our practice, wherever possible, to inform the client first. We keep brief notes following each session that you are entitled to see if you so wish.

Contact

There are times when we are unavailable for various reasons. To allow messages to get through we have a confidential voicemail service that we encourage clients to use. Your Associate may also give you a mobile number for easy access. If we need to make contact with you we simply leave our name and telephone number should you be unavailable.

The Telephone Coaching Process

Some clients due to their geographical location or work commitments find Telephone or Skype Coaching (Video or traditional) or a mix of personal sessions together with Telephone Coaching helpful.

- We agree on a date and time for your Telephone or Skype Coaching Session and sessions.
- You ring **020 8852 4854** in the UK or **+44(0)20 88524854** if outside of the UK at the agreed time. There may be a time differential for those ringing from outside of the UK and therefore, all calls are based on UK GMT.
- For Skype Coaching sessions you initially send an invitation to connect via Skype to **gladeana.mcmahon** which I will accept and then Skype me at the agreed time.
- At the end of the session we set the date and time for your next session if this is appropriate.
- The sessions are supported by email contact and relevant materials sent to you either prior to or following each session.

Fees

Payment can be made by cash, cheque at the end of each session or through BACs payment. Invoices for services can be provided if required.

Individuals – 60 minute sessions

Gladeana McMahon £100.00 + VAT
- Assessments and per session

Associates
- Assessment and per session £70.00 + VAT

Couples – 60 minute sessions

Gladeana McMahon £120.00 + VAT
- Assessments and per session

Associates
- Assessment and per session £90.00 + VAT

Cancellation Policy

The full fee is payable if cancellation occurs with less than **24 hours notice**.

Gladeana McMahon

A three time award winning coach, the Business Section of the *Independent on Sunday* and the *Sunday Observer* listed Gladeana as one of the UK's Top Ten Coaches, and the *Evening Standard* listed her as one of the UK's Top Twenty Therapists.

She writes for a range of publications and has either written, edited or contributed to some 30 books including, *Positive Psychology for Dummies*, *Performance Coaching for Dummies*, *No More Stress – be your own Stress Management coach*, *No More Anger – be your own Anger Management Coach*, *No More Anxiety – be your own Anxiety Coach* and *Confidence Works – learn to be your own Life Coach*, Sheldon Press.

How to Find Us



By Train: Just 12 minutes from Central London. Trains leave from Charing Cross, Victoria, Waterloo East and London Bridge towards Bexleyheath/Dartford – usually at least 4 trains an hour. Our offices are about a 10 to 15 minute walk from Blackheath Station. There is a minicab company at the side of the Station and the cost is approximately £5.00.

By DLR: The DLR serves Lewisham from Docklands and Central London and connections to Blackheath are via train or bus from Lewisham.

By Car: The A2, A20 and South Circular Road for quick and easy access. Blackheath Park is situated to the South End of Blackheath Village.

By Bus: Numbers 54, 89, 108, 202, N53 and N108 all stop in Blackheath.

Parking: There are parking bays available for visitors at the top of the Streetfield Mews on the right hand side.