



**Business Coaching with Kivi Leroux Miller
for Consultants, Freelancers, and Other Service Providers
Marketing within the Nonprofit Sector**

Expectations for How We Will Work Together

What Does “Coaching” Mean, Exactly?

What I provide as “business coaching” is actually a combination of training, advising/consulting, and executive coaching. Just how much we do of each of these elements depends on your goals and desires.

In all cases, I am very pragmatic and solutions-oriented. My goal is to help you move from point A to point B, which we will talk about often. I want to help you with your immediate concerns, while also building your confidence and skills for the future.

Here’s how I define my role in each of these settings:

Training: I show you how to do something based on best practices.

Advising or Consulting: I offer advice on how to do something given your specific situation, and share my opinion about how to solve specific problems.

Executive Coaching: I help you uncover the answers and insights yourself, usually through a series powerful and challenging questions that get you thinking in new ways. I only share my opinions with your permission, after you’ve thoroughly explored the topic.

Please let me know at any time if you feel like we are leaning too much in any one direction described above, or would prefer a different mix.

Note that in all situations, **you are responsible for all decision making and implementation.**

Scheduling

We will meet at mutually agreed upon times and will be clear about who is calling whom and at what number. Use my online booking calendar at kivilm.youcanbook.me or email me if you can't find a good opening there.

We respect each other's time and agree to be on time to calls. If rescheduling is required, we will attempt to do so at least 24 hours in advance. If unforeseen circumstances will cause either of us to be a bit late, we will email or text each other ASAP. "No shows" will **not** be rescheduled. My direct email is kivi@ecoscribe.com and my mobile phone for calls and texts is 336-870-0251.

Preparation for Calls

We will have an agenda – or least a topic or problem identified for discussion – prior to each phone call/meeting that will move us toward your goals. When you book time with the YouCanBookMe calendar, please indicate what you want to talk about. Please email me anything you want me to review at least 24 hours before our call.

Calls are **not therapy or gripe sessions**. While I understand the need to vent occasionally before you can get to solutions, or that you may want me to understand some background or history, our time together should be spent on collaborative conversations that move you forward.

Confidentiality and Reporting

All calls are **confidential**. I will be **honest, forthright, and frank** with you, and expect the same. It's the only way to move forward quickly. That level of trust demands confidentiality.

While I do take some notes for my own purposes, **I do not document your progress for you**. In other words, I will not produce call minutes, memos, reports, or summaries. If you want to draft these, I am happy to quickly review them for any serious errors or omissions. We can also set up a shared "dashboard" on Google Drive if you'd like to keep track of your progress there. I can provide a sample to get you started.

If asked by others to share the content of our discussions or to give my opinion about your progress, I will politely decline, unless you have explicitly given me permission to do so. **Under no circumstances will I get involved in hiring/firing, employee performance reviews, or other HR issues.**