

# Welcome to Coaching

I'm so glad you're here. This Welcome Pack will give you an overview of how we'll work together, what you can expect from me, and how to get the most out of your coaching journey.

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## How Coaching Works

Coaching is a partnership. It's a safe, supportive space where you can explore your goals, challenges, and the changes you'd like to make in your health and wellbeing.

My role is to:

- Listen without judgement.
- Ask questions that help you gain clarity.
- Share tools, resources, practical strategies and encouragement.
- Hold you accountable to the steps you choose.
- Professionalism and care at all times.
- Create a safe and confidential space to explore your goals.
- Have respect for your pace and preferences.

Your role is to:

- Come with openness, curiosity and a willingness to try new approaches and reflect between sessions
- Take responsibility for your choices, actions and your own health and wellbeing.
- Commit to the process and put in the effort between sessions.
- Be honest and open in our sessions.
- Show respect for agreed payment and cancellation policies.

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## My Approach & Philosophy

I believe that:

- Small, consistent steps create lasting change.
- Every person is unique - there's no "one size fits all" approach.
- You are the expert in your own life; I'm here to help you unlock that wisdom.
- Coaching is collaborative, supportive, and empowering - never prescriptive or judgmental.

My goal is to help you build confidence, find balance, and make positive changes that work for you.

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## Booking & Rescheduling Sessions

- Sessions can be booked directly with me via my website [www.laurawilliamscoaching.com](http://www.laurawilliamscoaching.com)
  - You're free to choose how often you'd like sessions (weekly, fortnightly, monthly, or as needed).
  - If you need to change a booking, please let me know at least **24 hours in advance**.
  - Cancellations with less than 24 hours' notice may be charged in full.
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## Key Terms (in plain language)

- **Confidentiality:** Everything you share is private, unless I'm legally required to share it (e.g. risk of serious harm).
- **Payment:** Sessions cost £60. Payment is due [at booking / before the session / monthly in advance].
- **Cancellations:** Please give at least 24 hours' notice to avoid being charged.
- **Disclaimer:** I am not a doctor or medical professional. Coaching is not a substitute for medical care, and I may recommend you speak with your GP where appropriate.

I have attached the full coaching agreement and other relevant policies to this email.

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## Final Thoughts

This is your journey - I'm here to support, encourage, and guide you, but the real power for change lies with you. Together, we'll work on small, realistic steps that can make a big difference over time.

I'm really looking forward to working with you

**Laura Williams**

Health & Wellbeing Coach