

# Frequently Asked Questions

## **What is a Health and Wellness Coach?**

According to the National Board of Health and Wellness Coaches, "Health & wellness coaches support clients in activating internal strengths and external resources to make sustainable and healthy lifestyle behavior changes. Health coaches use a client-centered approach wherein clients decide their goals, engage in self-discovery or active learning processes, and self-monitor behaviors to increase accountability, all within the context of an interpersonal relationship with a health coach."

## **What will happen in wellness coaching sessions?**

During a 30-45 minute session, you and your coach will engage in conversations that will reflect in self-discovery, review your BIG picture goals, and collaborate on realistic and sustainable goals (SMART goals: Specific, Measurable, Attainable, Realistic, and Timely) each week. You and your coach will chat about YOU, the goals that you would like to make a reality, and steps on how to get there.

## **What do I need to prepare for coaching sessions?**

We ask you to come present and on-time to each session. Our coaches value meaningful, distraction free conversations.. We understand that life happens but we encourage you to take this opportunity to focus on YOU. Set aside all personal distractions and take this time for your emotional and physical wellness. We also love to see our clients coming into each session with an open-mind and positive attitude in order to reach their fullest potential in each session. Before the first session, we also ask you to look over, complete, and sign the Welcome packet that we will also review during the first session.

## **What if I can't make the session and need to reschedule?**

We require ALL coaches and clients to follow the 24-hour protocol when rescheduling. We prefer clients and coaches not to reschedule out of respect for both parties, but we understand that life happens. Please contact your coach/client prior to 24 hours before your scheduled session time. If this policy isn't met, clients will not receive points for following sessions and coaches will offer an additional session or add time to a scheduled session. If there are 3+ reschedules from the client, the coach and client agreement will be broken and session will be discontinued. Single sessions will also be canceled if the coach or client is more than 15 minutes late.

## **Why does one need health and wellness coaching sessions?**

Setting goals and knowing how to achieve them can be intimidating, but your coach will be with you every step of the way. Coaches help clients enhance self-motivation and self-regulation, leverage strengths, navigate a journey of change, and build other psychological resources needed to change for good, including mindfulness, self-awareness, positivity, hope, optimism, self-efficacy, and resilience (Frates & Moore, 2011). It is often hard to make that first step or continue progressing in your goals, let us support you!

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## **What is the coach approach?**

Healthy Lifestyles health and wellness coaches value integrating the client-led approach into our sessions. Through this approach we aim for our clients to lead the conversations and coaches to use reflective questions and inquiry to elicit deeper thinking. We have a deep belief that our clients are creative and know themselves best. This means we believe in YOU to come up with personal solutions, and as coaches, we offer a space of trust, rapport and motivation to help you reach your goals.

## **What can a wellness coach help with?**

Health and wellness can cover SO many different aspects in one person's life, like their nutrition, business/career, spiritual health, physical health, relationships, or fun/recreation. Just to name a few. Our coaches would love to chat to you about any area of wellness that you're ready to focus on in order to reach our fullest potential!! "The goal of coaching is to encourage personal responsibility, reflective thinking, self-discovery and self-efficacy. We want clients to discover their own answers and to create their own possibilities, as far as possible, rather than to be given answers or direction by the coach. Client-originated visions, plans and behaviors are the ones that stick (Moore, Margaret, et al. Coaching Psychology Manual. Wolters Kluwer, 2016)."

As health and wellness coaches, we do not consider ourselves therapists or doctors and highly recommend that you reach out to trained professionals if you need more support.