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Dear Client,

Welcome to my coaching and counselling practice. The aim of this leaflet is to **outline the main features of my service** and ensure that you are fully informed about the practical aspects of my work. You might be in a momentous or challenging period of your life and perhaps you only want to focus on **facing the adversity** that is thrown at you. I will work towards **increasing your autonomy** and that is why I stress the value of **well informed choices**. Please find below a summary of the main features of my practice.

- I am a **qualified leadership coach** (ILM level 7 Diploma in Leadership and Executive Coaching), **qualified counsellor** (Diploma in Transactional Analysis Counselling), **qualified teacher** (QTS) and an **Accredited Member of BACP** (membership number 742944). I use my skills and experience from these areas for the benefit of the client.
- My approach is based on **Transactional Analysis** which is a system of counselling that assumes we have 3 different ways of thinking, feeling and behaving called **Ego States** (Parent, Adult and Child). Through examining your use of Ego States we can **strengthen your ability to respond to the here and now (Adult)** as opposed to old patterns that either belong to your past experiences (Child) or to significant figures from your past (Parent). I work in a **co-creative way**, meaning that I see you and myself as **active agents of the change** you want to implement in your life. We both hold **responsibility** and we both **make meaning** of what is happening. I also rely on working in **relationship** and I am very **curious about what happens in our dynamic**. It is a very useful tool that often provides a momentum for change. Finally, I focus on **your resources** and I want to see you as **capable of achieving autonomy** through our work. Part of our work is uncovering your internal resources and using them to perpetuate your progress towards the goals you set yourself.
- **My service respects your confidentiality**: I will share the information you provide for the purpose of supervision in a way that protects your identity. I would only breach the confidentiality agreement if there is a **risk of harm to you or to someone else**. If I have to break our agreement I will share my intentions with you and where possible explain the rationale for my decision.
- I require **3 days (72 hours) notice if you want to cancel an appointment**. If the cancellation is **less than 72 hours** I will offer you, if possible, an alternative date in the same week. Otherwise I will expect you to **pay for the missed session**. Therapy or coaching is a **mutual commitment** that I would like us both to respect.
- If you decide to **terminate** our work, give me **at least one session notice** so that we can finalise your main accomplishments and close down any remaining issues appropriately.

**Please note:**

1. Name the most important **problem** you would like to address.
2. I am a coach, a counsellor and a trainer.
3. We will be strengthening **your inner Adult**.
4. Therapy involves talking about how **you feel** about your problem.
5. We are both **responsible** for our actions and feelings.
6. We will look for your inner and outer **resources**.
7. My service is **confidential** – I will only breach this rule if you or someone else is in **danger**.
8. I need a minimum **3 day notice period (72h)** to cancel an appointment. Thereafter the full fee will be payable. In case of emergency, I offer another meeting in the same week if I am free.
9. If you would like to **end** our work, please give me **one session notice**.
10. When we contact each other in between sessions, I will only discuss **practical matters** and leave the counselling talk in the office. You're welcome to contact me to **arrange a session** if you are really unwell.

I hereby confirm that I have read and I understand the provided information and I have had the opportunity to ask questions. I understand and accept the terms and conditions of the IFLOWCOACHING practice and my participation in coaching/counselling is voluntary. I understand that I will be given a copy of this.

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(date, client's signature)

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(date, practitioners's signature)