

Session Bleed

When the client is asking for coaching/ consulting via email or text that needs to be included in paid hours.

If your client pays you primarily for your “in person” time, either by phone or LIVE but they also have the ability to contact you by email you may encounter a situation where they are asking for a response via email that really needs to be addressed in your “in person” time.

If that is the case, I have found simply redirecting them lovingly and letting them know you will discuss this inside your coaching or consulting time is the best approach. Here is a simple template to communicate this...

Dear (first name),

I can understand how _____
(describe their question, concern or challenge) needs to be
addressed in order for you to _____
(result or feeling they will have from the answer or resolution.)

Because of the nature of this
_____ (briefly describe their
question, concern or challenge) we will address this on our next call/
meeting on _____ (insert date/time of next call
or meeting.)

*If you have the ability to offer a reschedule of their upcoming
appointment to an earlier time/day you can add this:*

I can reschedule your appointment to _____
(name open appointment times) if this feels urgent.

Sincerely,

(your name)

20 HOUR
WORK WEEK SYSTEM

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