

# PROGRAM AGREEMENT

Lana Amawi Coaching Services

Professional Development Programs for Healthcare Professionals

Agreement Date: September 26, 2025

## Client Information

**Name:** Demo User

**Email:** demo@example.com

**Phone:** +1 (555) 000-0000

**Institution:** New York General Hospital

**Position:** Cardiologist

**Specialty:** Interventional Cardiology

## Selected Program: Leadership Excellence Program

**Description:** Advanced leadership program for healthcare professionals in management roles, focusing on team leadership, decision-making, and organizational effectiveness.

**Duration:** 16 weeks

**Sessions Included:** 10 sessions included

**Program Fee:** \$499.00

### Program Features:

- Leadership style assessment
- Team management strategies
- Conflict resolution skills
- Change management
- Strategic thinking development
- Communication excellence
- Performance management
- Organizational culture building
- Executive coaching techniques
- 360-degree feedback analysis

## 1. PROGRAM TERMS

This agreement covers the participation of Demo User ("Client") in the Leadership Excellence Program provided by Lana Amawi Coaching Services ("Coach"). The program includes 10 coaching sessions over a period of 16 weeks.

## 2. PAYMENT TERMS

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The total program fee is \$499.00. Payment is due upon program approval and before the first session. Payment can be made via bank transfer, credit card, or other agreed-upon methods.

## 3. PROGRAM STRUCTURE

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The program includes:

- 10 one-on-one coaching sessions
- Personalized action plans and goal setting
- Email support between sessions
- Progress tracking and assessment
- Access to program resources and materials

## 4. CLIENT RESPONSIBILITIES

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The Client agrees to:

- Attend all scheduled sessions on time and prepared
- Complete any agreed-upon assignments or exercises
- Communicate openly and honestly during sessions
- Provide 24-hour notice for session cancellations or rescheduling
- Take responsibility for implementing coaching insights and strategies
- Maintain confidentiality of program materials and discussions

## 5. COACH RESPONSIBILITIES

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Lana Amawi agrees to:

- Provide professional coaching services in a safe and supportive environment
- Maintain confidentiality as outlined in the privacy policy
- Be punctual and prepared for all scheduled sessions
- Provide 24-hour notice for any session cancellations or rescheduling
- Maintain professional boundaries and ethical standards
- Provide program materials and resources as outlined

## 6. CONFIDENTIALITY

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All information shared during program sessions is confidential, except where disclosure is required by law or where there is a risk of harm to the client or others. The coach will maintain the highest standards of confidentiality and privacy.

## 7. CANCELLATION POLICY

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Both parties agree to provide at least 24 hours' notice for session cancellations or rescheduling. Late cancellations may result in session fees being charged. Emergency situations will be handled on a case-by-case basis.

Program cancellation after commencement will be handled according to the following terms:

- Before first session: Full refund minus administrative fee
- After first session: Pro-rated refund based on sessions completed
- After 50% completion: No refund available

## 8. LIMITATIONS

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Coaching is not a substitute for professional medical, psychological, or legal advice. If the client requires such services, they should seek appropriate professional help. The coach will refer clients to appropriate professionals when necessary.

## 9. AGREEMENT

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By signing this agreement, both parties acknowledge that they have read, understood, and agree to the terms and conditions outlined above.

**Client Signature:**

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**Date:**

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**Coach Signature:**

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**Date:**

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**Lana Amawi Coaching Services**

This agreement is valid for the Leadership Excellence Program program

For questions or concerns, please contact: demo@example.com