



**RANDFORD BROOKS
& PARTNERS**
LIFE COACHING

RBLC Standard Operating Procedure

LIFE COACH SERVICE & CLIENT ENGAGEMENT FRAMEWORK

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Organizational Purpose

RBLC delivers structured, transformational coaching for teens and young adults, establishing operational consistency, ethical safeguards, documentation standards, and professional expectations.

Target Population

RBLC serves teens, young adults, at-risk youth, justice-involved youth, and high-needs populations, primarily via secure virtual coaching.

Core Coaching Philosophy

Client-centered engagement, strength-based development, accountability & growth, emotional intelligence, action-oriented progress. Coaches are developmental facilitators focused on measurable progress.

Coach Professional Standards

Professionalism, punctuality, confidentiality, respectful communication, emotional stability, ethical conduct.

Session Structure Protocol

Connection & Rapport, Goal Alignment, Coaching Intervention, Reflection & Insight, Action Planning.

Documentation Requirements

Attendance, key themes, client engagement, strategies, action items, observations. Documentation must be objective, professional, and audit-ready.

Ethics & Professional Boundaries

No dual relationships, conflicts of interest, inappropriate familiarity, or compromised neutrality.

Safeguarding & Client Protection

Vigilance for distress, escalation, safety concerns, harm; escalate concerns immediately.

Crisis & Escalation Protocol

Pause session, notify supervision, follow protocol—never manage crises independently.

Performance Expectations

Reliability, documentation quality, conduct, engagement, adherence to standards.

Continuous Development

Skills refinement, feedback, growth, ongoing training.

Organizational Commitment

Ethical client engagement, high-integrity service delivery, professional excellence, transformational impact. Every coach is a steward of the RBLC mission.

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