

Frequently Asked Questions

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Counseling/Coaching

How does counseling/coaching work? The process is quite simple, actually. You come and share what is troubling you, where you are getting stuck, and what you want for yourself. My role is to listen, guide, and direct. I help you understand where your blocks are and teach you strategies for creating the life you want.

Is the process emotional? I welcome emotions for they are often guideposts in the work we do. They can lead us to a deeper issue or direct us to an answer. My goal is to provide a safe place to explore your challenges and to come up with solutions that work.

How do you work with different spiritual beliefs? I follow your lead. I invite you to share your beliefs because they are often an integral part of the work we do. I find that a person's spirituality can open the door to deeper healing and transformation.

What can I do to get the most out of our work together? I recommend that you keep the counseling process alive even when we are not together. Engage in the questions. Look for the blocks. Observe your life and your interactions. This fosters new insights and discoveries all week long. You can deepen our work together by keeping a journal or by reading related books. Some clients prepare for sessions by choosing a focus or writing down topics to be discussed.

How long does one do counseling/coaching? If there is a specific problem you came to work on you will know when you reached your goal. This is often a shorter term process of three to six months. If your goal is to transform your life on all levels, this is a longer term process of increased time and commitment. Usually you will know when you are done. Some clients keep going until they reach a sense of completion and others come and go as needed.

Communication

What is the best way to communicate? Call 630-986-8310. You will either get me or my confidential voice mail. I check my messages between 9:00 a.m. to 5:00 p.m. during weekdays. I will get back to you within a twenty-four hour period with the exceptions of weekends. If you do not hear from me, please try again. This will provide added insurance against any possible technical difficulties or misunderstandings.

Is it possible to have telephone sessions? Some of my clients prefer phone sessions. It gives them the flexibility to have a session at home or at work. It gives me the flexibility to work with people during day hours or even with people who are out of state. Surprisingly, phone sessions can be just as powerful and intimate. I encourage you to take advantage of them if you want to save on time and transportation. I simply call you and we have our appointment over the phone.

What happens if something comes up between sessions? Feel free to leave a voice mail message or an email at Jeanne@Dickerson1.com for those things you want to keep me posted on. If it is something more pressing let me know and I will call you back. We can either schedule another appointment or do a session over the phone. I do not charge for touch-in calls that are under fifteen minutes.

What if I want to refer someone to you? First of all, thank you. Your vote of confidence means a lot to me. Prospective clients usually want to learn more about me and what I have to offer. You can either tell them to check out my website at www.Growth-Grace.com or let them know I offer fifteen min. consultation over the phone at no charge. Due to confidentiality I will not mention the work we have done together. If you have any specific concerns feel free to let me know ahead of time.

Scheduling

How long is your intake session? My first session is ninety minutes long. This gives us ample time for you to share pertinent information, your goals, and for us to design how we are going to work together. After that the usual session length is one hour. Longer sessions are always available and are sometimes recommended.

How often do I come? The more often you come, the more intense the work. Most people choose to come on a weekly basis so that they can build a momentum towards their goals. Some people prefer longer sessions less frequently. Together we can work out what is right for you.

When is the best time to set up an appointment? Usually it is best to schedule your next appointment at the end of your session. Having a regular appointment time that is consistent from week to week can cut down on possible scheduling errors. Your next appointment time is recorded on the bottom of your receipt for future reference. Always feel free to call me to reschedule when needed.

What happens if I need to reschedule or cancel? Simply call and we will rearrange another time that works better for you. Please note that I have a twenty-four hour cancellation policy where a day's notice is needed to prevent being charged for the session. Emergencies are considered on an individual basis. Telephone sessions are a good option when time, transportation, or illness prevents you from coming in.

What happens if I am late? I start billing at the agreed upon appointment time. I encourage you to be on time. Otherwise you end up paying for a full session but receiving less time.

What is the best way to end our work together? It is always helpful if you let me know you want to end. This gives me an opportunity to acknowledge your accomplishments and bring closure to our work.