



KAREN JULIA KORFMACHER

Mediator | Personal & Business Coach | Couples Counselor |
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PROCESS

1) Free Introductory Call (“Chemistry Call”)

Good collaboration requires trust and transparency. In a free introductory call (by MS Teams or telephone, 20 minutes) we get a first impression of each other, address organizational questions and explore modalities of a potential collaboration.

Afterwards, I will be happy to make you a non-binding offer and we will decide on the collaboration. Of course, arranging a Chemistry Call does not oblige you to any sessions.

2) First Session

The purpose of the first session is to get an initial overview of your topics, to understand your needs and to clarify expectations and goals for the sessions. We discuss the matter and delve into your topics for the first time.

It is possible that one session will be all that is needed, or that further sessions may be required. Each session may be the last. It takes as long as it takes.

At the end of the session we will discuss next steps & I will give you optional questions for reflection or exercises to do at home (“research tasks”).

3) Follow-up Sessions

The number and content of further sessions depend on your topics. We design the process at eye level, individually and needs-oriented.

It is up to you to decide before or after the first session whether you would like it to be a single session or a 3/5 package. If you decide in favor of a package, please let me know at the end of the session or send me an e-mail in the days following the session.



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COLLABORATION

Duration & number of sessions: One session lasts 90 minutes = 1.5 hours. The number of sessions depends on your topics and needs. Experience shows that systemic work can be successful after just a few sessions. As a rule, 3 to 8 sessions are attended.

Session interval: The time between sessions is also decided on a case-by-case basis. As a rule, the interval between sessions is between 2 and 6 weeks.

Location: Sessions take place online (MS Teams) or (upon individual agreement) in physical attendance in Berlin Prenzlauer Berg (Raum für Kommunikation, Rheinsberger Str. 37, 10435 Berlin, Germany).

Booking an appointment - two options:

1) E-Mail: Feel free to write an e-mail with everyone involved in the Cc & we will find a suitable date together. If the session takes place online, I will send you the login details for the online session in this email in good time. We can arrange follow-up sessions at the end of a session.

2) Online Booking Calendar: Feel free to choose a convenient time slot & book your session online. Login details for an online session are already included in the appointment.

Communication: All organizational matters are handled via email with all participants in the CC, all content-related matters exclusively in the sessions. In individual cases, communication is also possible via WhatsApp.

Confidentiality: I am bound by law to maintain confidentiality. What I learn in our sessions remains with me and in the room. I will not pass on any information to third parties without your express consent.

Cancellations & Postponements: Sessions can be canceled or postponed free of charge up to 48 hours (2 days) before the appointment. In the event of late cancellation, I will have to charge for the appointment.

Invoice: Within one calendar week, I will send you an invoice via e-mail for the session(s) used or the package selected, which can be paid within 7 calendar days. For billing purposes, I require a simple confirmation with a billing address that the session will be covered by one person. You are of course welcome to share or pass on the costs internally.