

## General Information

### What Is A Discovery Session?

- A Discovery Session is a low-cost introductory session with Claire, where we will get to know each other better, where you will receive some insights on how to address any challenges you are experiencing or how to approach areas of growth you would like to focus on, and discover whether we might be a good fit to work together.
- Claire will ask questions designed to help her clearly understand your situation and needs and she will then provide you with an outline for the first steps you will need to take to make the progress you are looking for.
- Claire will share with you the ways she can help to support you with this process, from a completely bespoke one-to-one package to group support, and you have the opportunity to ask her any questions you want.
- There's never any pressure, if you're interested in working with us, great, if not, great...our only outcome from this session is really helping you to get the right support for you, whether that is working with us or not.

### What Will You Receive From Your Discovery Session

- Insight into the root cause of many of the issues you are experiencing in your everyday life.
- A better understanding of which of your unmet needs are currently pulling the strings in your life.
- A brief overview of steps you can begin to take to meet your own needs and improve your life.
- If desired and requested, options for next steps to continue your journey with The Universal Needs.



## How To Get The Most Out Of Your Discovery Session

Our sole focus is to support you in creating the outcomes you want, or more importantly, the outcomes you need. In order to get the outcomes you deserve, it is important for you to be open, and honest, and follow through on the commitments you make to yourself, so you can make the progress you want.

### Prior To Your Session

- Please make sure to be logged into your call promptly at the designated time
  - You will be sent login details ahead of your session time
  - Ensure you have Zoom downloaded and working properly
  - We recommend logging in 5 minutes early so your call can start promptly (as sometimes there can be a slight delay between you logging in and our receiving the notification to let you into the online meeting room)
  - You will be accepted into the meeting at the scheduled time
  - If you are late for your appointment, your session will still conclude at the original session completion time and will count as a completed session
- It is important for you to have privacy so you don't have to worry about anyone overhearing your conversation, being interrupted or distracted by other people around you
  - Our intention is for the session to be as safe a space as possible, and this will help you to feel more comfortable to express whatever you want to during the call
- Prior to logging on, utilize the bathroom, get something to help you stay hydrated, some tissues and anything else you feel you may want or need handy during the call (Claire usually has some chapstick nearby!)
  - We want you to be able to be as comfortable and present as possible and take care of your needs during the process
- Take at least 5-10 minutes for yourself, to relax, get more centered, and prepare for the call
  - Do whatever will put you in the best state for an open and productive session
- Give yourself permission to make this time all about you, and you getting the support you want and need



## How To Get The Most Out Of Your Discovery Session

### During Your Session

- We welcome honesty and we invite you to speak openly and candidly throughout the session and to be forthcoming about anything relating to your situation, even things that may not seem entirely relevant.
  - The more truthfully you share about the depth and reality of your situation and the issues you are aware of, the more value you will get out of the session.
  - This is a space of discovery, not judgment - Claire has pretty much seen it all, heard it all, and has supported clients with a very wide variety and depth of issues. She has also been through a lot of it herself and often shares insights from her personal experience.
- We ask you to come as you are and be where you're at.
  - This session is most beneficial when there is transparency and openness about what is currently present and causing the biggest problems in your life.
- If you have any questions or concerns at any time, feel free to express them.
  - It is important you say whatever you need to say (i.e. speak your truth), and that this session is based on openness and honesty, both with yourself and Claire.
- We appreciate and invite feedback at any point during the session if you have preferences, concerns or requests regarding the process.
  - We especially appreciate feedback that allows us to customize the process more to your needs and to ensure you get the most value out of the session.
- We would like to encourage you to share what is coming up for you at any point during the session, even if it doesn't immediately feel relevant or connected to what is being spoken about or the question being asked.
  - There is often wisdom in these nuggets of information and Claire will usually be able to help identify and share with you the needs-based connection between what is coming up and the current topic of discussion, which can lead to valuable insights.
- We ask that you honor yourself and the time you have committed to this session by ensuring you are doing it in an environment in which you will be able to totally concentrate on, and prioritize yourself and your needs (free from interruptions or distractions).
- All emotions are welcome, including those that may not feel entirely comfortable, desirable, socially 'acceptable' or commonly encouraged (i.e. anger, despair, sadness, frustration, etc.).
- Be gentle with yourself; It's OK to be human, to not have all the answers, to have emotions and to receive help.



## Frequently Asked Questions

- Discovery Sessions are usually between 45 and 90 minutes in length.
  - Depending on the depth and detail of information you choose to share.
- Claire conducts all Discovery Sessions, one-to-one, via Zoom.
  - You will be sent a meeting link prior to your session.
- These sessions are usually informal in nature.
  - It is a conversation between us that serves as a getting-to-know-each-other session.
- If you are late for your session it will still conclude at the discovery session maximum time.
- The Universal Needs has a 24-hour reschedule policy.
  - If you reschedule more than 24 hours in advance, everything proceeds as normal.
  - If you need to reschedule less than 24 hours in advance, or you forget a call, the call will be forfeited and you will need to book and pay for another discovery session.
  - To reschedule a session please contact Claire directly ([claire@theuniversalneeds.com](mailto:claire@theuniversalneeds.com)).
- In exceptional circumstances, we may need to reschedule a session.
  - In these circumstances, we will contact you as soon as possible to inform you and to find the soonest mutually convenient alternative time for your session.
- Our general terms and conditions apply to all sessions - [please see here for the latest version](https://theuniversalneeds.com/Footer-Menu/Terms-and-Conditions) (<https://theuniversalneeds.com/Footer-Menu/Terms-and-Conditions>).

