



ALICIA SMART **Minneapolis LearningMethods™ Center**

123 Insight Avenue, Suite 22, Frostbite Falls, MN, 55455 USA
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Important Information for Students

My Background and Training

I have been teaching LearningMethods since 1999. I was trained by the founder of the work, David Gorman, in an extensive apprenticeship program extending over 5 years. This training included much practical work on my own issues as well as extensive supervised teaching.

I am committed to an ongoing professional development program of further learning, and as part of the LearningMethods profession I am reassessed and re-licensed to practice every two years.

I specialize in working with performers and athletes and people with relationship issues, but am also equally happy to work with any problem or issue you bring to me for help.

My work focuses in two directions:

1. Teaching you the tools to solve your own problems, and
2. Helping you use these tools to solve the particular issue you come to me with.

Who Can Benefit from LearningMethods?

LearningMethods is usually helpful for any sort of problem you may experience, from physical pain, tension, or stress to anxiety, panic, stage-fright or phobias to compulsive habits like smoking, over-eating or over-spending to relationship conflicts, abuse or self-esteem issues, to learning blocks, and more.

You will benefit greatly from the LearningMethods work if you want to learn how to solve your own problems, to understand the way your thinking and emotions work and to learn a set of tools to explore and discover how to navigate more successfully through your life.

If, after a course of sessions, I cannot help you directly, I will be glad to refer you to another teacher or someone who works with a different method who may be able to help you.

Student – Teacher Expectations

The first session begins with a short period where you will be filled in on my appointment and confidentiality policy and we will discuss why you have come and what are your goals for the sessions. This first session may last up to 2 hours (a half-hour longer than normal sessions afterwards).

Be assured that everything in a session that is communicated is held completely confidential.

When you have a session, your feelings of privacy are always respected. You are free to bring up any issue you wish and also free to stop at any time or to refrain from answering any question if you'd rather not.

During a session you are encouraged to stay in touch with your feelings and inform me if anything makes you feel uncomfortable or unsafe, either physically or psychologically. Please speak up immediately if anything like this happens, I want to know as soon as possible.

If the issue you bring up is full of emotion, you will have whatever time you need to go through any strong feelings. Usually this does not take long, but remember, the sessions are for you and you are in the driver's seat.

You are always free to ask that the time of a session be extended (pro-rata fees will apply). If we are in the middle of something and I choose to extend the time, there will be no extra fee for you.

To improve the quality and depth of my work, I work periodically with an experienced LearningMethods Supervising Teacher. At times I may consult with this supervisor. If I do this in relation to any sessions with students, I use no names and keep details to a minimum. The supervisor is also bound by complete confidentiality. If you have any questions about this supervision process, please ask me.

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Important Information for Students, continued...

Appointment Policies

Each session is 1½ hours long (90 minutes).

Your initial session may last up to a half-hour longer than normal sessions afterwards.

Some issues can be solved in one session; others take longer. For most issues that take some sessions to resolve, it is suggested that students come at least once a week for the first 3 weeks and then frequency can be adjusted to suit your schedule and needs as we progress. You may end the sessions at any time if you feel that your goals have been reached.

Appointments are usually scheduled after each session, but you may schedule in advance if you like.

It is often convenient for students to book and commit to a regular slot, e.g. Tuesdays at 2:00pm each week.

All of the appointments take place at 123 Insight Avenue. I do not make house calls.

I see students Monday through Thursday from 10:00am until 5:00pm, and on Tuesday and Thursday I teach until 8:00pm.

If you are a regular student and have an emergency, feel free to call and I will try to accommodate you as soon as possible.

If you need to cancel or reschedule an appointment, please call 612-222-1212 between 9:00am and 6:00pm if possible. When you call, you will usually talk to someone, but occasionally you will get a machine. Calls are usually returned within 24 hours.

If you wish to cancel an appointment, you must do so **at least 24 hours in advance, or you will be charged for the full amount of the session.** If you get the answer machine, please leave a message on the machine including the date and time of your call and the details of the appointment you wish to cancel.

If you are late, the session will still end at the appointed time. If I am late, the session will be extended to last the full time if time is available before my next appointment. If there is not enough time to carry out the full session or if I miss an appointment we have scheduled entirely, we will schedule a free replacement session. This rarely happens, but it is part of my fairness policy.

Fees

Normal private 1½ hour sessions are \$150. Initial longer private session is also \$150.

If for any reason you would like a longer private session, the fee is \$200 for 2 hours or \$250 for 2½ hours. This can be shared between two people, for instance by a couple for a session on their relationship.

Small group sessions (3-4 people for 3 hours) are \$100 for each person.

Payment must be received at the time of the appointment by check or in cash. You can also pay online in advance of the session with a credit/debit card or PayPal on my web site at: www.learningmethods.com/fees-session.html

Individuals who have financial constraints are welcome to discuss this with me to see what can be worked out. I may lower my fee, suggest less expensive group classes or refer you to a junior colleague or apprentice-teacher with a fee you can afford.

Fees are generally not raised more than once a year. You will receive advance notice of any fee increases.

Appropriate Professional Behaviour

Our profession ascribes to a code of ethical professional conduct, which is available upon request (or from the LearningMethods web site: www.learningmethods.com/conduct.htm)

I ascribe to all the statements in this ethical code and have strong beliefs that teachers and students should not engage in intimate personal relationships.

Recourse Policy

If you are dissatisfied with the session or how I have conducted it, I would appreciate it if you spoke with me about it right away as it is usually possible to straighten things out with direct communication.

But in any case, you have recourse and may make a complaint to the LearningMethods professional body by writing to:

LearningMethods Conduct Committee
78 Tilden Crescent
Etobicoke, Ontario, M9P 1V7 Canada
or by calling +1 416-519-5470

Please let me know if you have any questions. I welcome feedback on any part of this policy



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Policy for LearningMethods Online/Phone Sessions

It is always best to be clear from the beginning about practical details, so below is my policy about how the phone sessions work, about fees, cancellation, and so on.

Who Can Benefit

LearningMethods is usually helpful for any sort of problem you may experience, from physical pain, tension, or stress to anxiety, panic, stage-fright or phobias to compulsive habits like smoking, over-eating or over-spending to relationship conflicts, abuse or self-esteem issues, to learning blocks, and more.

You will benefit greatly from the LearningMethods work if you want to learn how to solve your own problems, to understand the way your thinking and emotions work and to learn a set of tools to explore and discover how to navigate successfully through their lives.

If, after a course of sessions, I cannot help you directly, I will be glad to refer you to another teacher or someone who works with a different method who may be able to help you.

Confidentiality:

As with any LearningMethods session, confidentiality and trust is very important. It is your session, so you are free to tell anyone you like about what happened, but be assured that on my side everything we say and do is kept in the strictest confidentiality.

Student – Teacher Expectations

The first session begins with a short period where you will be filled in on my appointment and confidentiality policy and we will discuss why you have come and what are your goals for the sessions. This first session may last up to 2 hours (a half-hour longer than normal sessions afterwards).

When you have a session, your feelings of privacy are always respected. You are free to bring up any issue you wish and also free to stop at any time or to refrain from answering any question if you'd rather not.

During a session you are encouraged to stay in touch with your feelings and inform me if anything makes you feel uncomfortable or unsafe, either physically or psychologically. Please speak up immediately if anything like this happens, I want to know as soon as possible.

If the issue you bring up is full of emotion, you will have whatever time you need to go through any strong feelings. Usually this does not take long, but remember, the sessions are for you and you are in the driver's seat.

You are always free to ask that the time of a session be extended (pro-rata fees will apply). If we are in the middle of something and I choose to extend the time, there will be no extra fee for you.

To improve the quality and depth of my work, I work periodically with an experienced LearningMethods Supervising Teacher. At times I may consult with this supervisor. If I do this in relation to any sessions with students, I use no names and keep details to a minimum. The supervisor is also bound by complete confidentiality. If you have any questions about this supervision process, please ask me.

Scheduling:

Once you decide to go ahead and book one or more phone sessions, we will communicate to schedule a mutually workable day and time. Each session is usually about 1½ hours (90 minutes), give or take a bit depending on what we get into. The initial session may be up to half an hour longer (though at the same fee as a normal session).

If at some point you wanted to schedule ongoing sessions for a while to work through an issue or series of issues, we can arrange a regular slot, that is, the same day and time each week or every other week, etc.

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Policy for LearningMethods Online/Phone Sessions continued...

Fees:

Normal 90 minute phone sessions are US\$150. The initial longer session is also US\$150.

For the first session, fees must be paid in advance. Subsequent sessions may be paid before or directly after the session.

The easiest way to pay is online via the LearningMethods web site at this address: www.learningmethods.com/fees-session.htm Payment online is through secure encrypted servers. You can fund your payment from any major credit card, some debit cards, via PayPal if you are a member, or direct from your bank account. If you are outside the USA, your credit card statement will show the amount after conversion to your local currency.

If you cannot pay on-line, it MAY be possible to pay by mailing a personal bank check or international money order, or by an online bank-to-bank transfer via e-mail. In any case, we will sort out details of fees and payment before the session.

Calling for the Session:

The best way to do the session is via the Internet using Skype which is free and gives us the option of using video too if appropriate and easily recording the session (see "*Recording the sessions*" below).

If we use the normal phone system, it is your responsibility to call me for the session at the appointed time at the prearranged phone number. However, if you are in Canada or the USA, I can call you for the session with a toll-free line so there will be no phone charge for you.

Cancellation, re-scheduling and other policies:

Once the day and time of the session is set up and agreed, my policy is that you can freely cancel any time UP TO 48 hours before the session, but if you cancel WITHIN the 48 hours before the session you will still need to pay for the session. The 48 hours is longer than normal for in-person sessions, but takes into account the difficulties of reaching each other internationally across different time zones as well as the erratic delivery of e-mail,

delays due to answer machine tag, etc., and of course, me being able to then reach someone else to fill your space.

Up to 24 hours before the scheduled session you can also request to change the day or time of the session with no penalty (assuming we can find a mutually workable new time within one week of the currently scheduled date), but any changes closer than 24 hours to the scheduled session time will usually not be possible.

At the scheduled time for the session I will call you or be available at the prearranged number for you to call me. If, for any last minute reason, I am not able to be there for the session, we will re-schedule a new session which will be free of charge to you.

It is your responsibility also to be available at the appointed time for the session. If you are not, you will still be charged for the session. If you are late, the full session fee will still be payable and we will need to end the session at the appointed time even if this means the session ends up being shorter than the appointed time.

Recording the sessions:

It can be very valuable for you to be able to listen again to the session afterwards when you have a little more perspective and wish to recall all the detail and richness of the unfolding dialog and the progression of learning. Therefore, you are free to audio record the session to a cassette tape recorder, minidisk, digital voice recorder, etc. for your own use (as long as you agree to not make copies or to distribute it in any form to others).

If you can't make recordings on your end but would like to have one, I would be happy to make one for you in MP3 format which you can download from my web site (this option is free). I can also burn it on a CD and mail it to you (there is a US\$20 fee for this option due to the extra work/materials involved). If you wish me to make a recording, please let me know via e-mail or phone at least a day ahead of time.

Please let me know if you have any questions.

I welcome feedback on any part of this policy.