

One of several problem-solutions extract from PracticeOps for *Coaches – Troubleshooting Business Challenges*

Problem 2: "My Notes Could Get Me In Legal Trouble"

Symptoms

- Using therapeutic language in coaching notes
- Recording personal judgments about clients
- Inconsistent documentation practices
- Unclear boundaries between coaching and therapy in records

Immediate Solutions

Language Audit Your Existing Notes

- Replace "client has anxiety issues" with "client reports feeling overwhelmed in presentations"
- Change "client is resistant" to "client expressed concerns about proposed approach"
- Eliminate diagnostic language, psychological assessments, or therapeutic interpretations

Quick Language Conversion Guide

| AVOID | USE INSTEAD |
|---------------------------|--|
| Client is defensive | Client questioned the feedback |
| Shows signs of depression | Client reports low energy and motivation |
| Has trust issues | Client prefers to verify information independently |
| Anger management problems | Client seeks strategies for emotional regulation |
| Self-esteem issues | Client wants to build confidence |
| Codependent behavior | Client focuses heavily on others' needs |
| In denial | Client sees situation differently |
| Breakthrough session | Client gained new perspective |
| Emotional breakdown | Client expressed strong emotions |
| Deep-rooted issues | Long-standing patterns |

PracticeOps for Coaches – Troubleshooting Business Challenges

Establish Coaching-Specific Documentation:

- Frame everything around goals, actions, and progress
- Use client's own language wherever possible
- Focus on observable behaviors and stated experiences
- Document what the client wants to achieve, not what you think they need to fix