

**Addendum B: Equipment and Structures Page 1**  
**Strategies for Working with ADD Clients by Phone (NSGCD [www.nsgcd.org](http://www.nsgcd.org))**  
by Shannon Seek, BS, CPCC, Author of *The Organic Organizing Matrix sm/tm*

**A. EQUIPMENT**

**1) A Good Headset**

Resources: <http://www.hellodirect.com>, Radio Shack.

**2) A Client Line**

You may want to have a specific line that only clients can call.

**3) A Fax Machine and/or Email Access**

Many ADD clients are “wired” and like using the Internet. A fax machine and/or email can be a good way to receive homework.

**4) The Ability to Accept Credit Cards**

Most clients, not just ADD clients, can easily forget to mail a check, especially if you are not right there while they write the check. (for more info, see <http://www.organicorganizing.com/nsgcdclass.htm>)

**B. STRUCTURES**

**1) A Written Agreement**

This would outline the method of payment, services rendered, and confidentiality terms. Consider payment in advance, such as a monthly retainer. I have decided not to share my specific agreement, however, I recommend you take time to consider what yours might look like. Look at agreements you have had with other service providers.

**2) Your Call Schedule**

- **Days of the Week:** I personally only work Tuesdays, Wednesdays and Thursdays at the most via phone, leaving Mondays and Fridays for on-site appointments or administrative work in my office. Of course this can vary depending on client load and time of year.

- **Call Flow:** I like to schedule 15-minute breaks between client calls, and up to 30 minutes to one hour between every two calls. My call times are 11 AM, 1:15 PM, 2:30 PM, 3:15 PM, 4:15 PM to accommodate different call lengths. Some coaches don't mind going back-to-back with calls.

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**B. STRUCTURES (cont'd)**

**3) Handouts:**

I have a variety of handouts to choose from when working with a client. You can find the first two listed below at: <http://www.organicorganizing.com/nsgcdclass.htm>

**Share #1:**

“Systems Checklist”

**Share #2:**

“Completion List”

You may want to consider putting one or some of your own lists together by reflecting back on the questions you most commonly ask your clients.

**Note::** If any of you would like to share your handouts with the group, please email your forms in Word or PDF format and I will post them to this page as well – email them to [nsgcdeditor@seekolutions.com](mailto:nsgcdeditor@seekolutions.com)

**4) Sample Call Agendas**

I have posted some examples at:

<http://www.organicorganizing.com/nsgcdclass.htm>

My coaching clients get these in my “Nuts and Bolts Coaching Binder.” They are based on just straight coaching, but you can reference them for your calls and make up your own. You are welcome to use these as long as you include the full copyright and URL. <http://www.seekolutions.com>

**5) Books:**

Listed and linked to Amazon.com:

<http://www.organicorganizing.com/nsgcdclass.htm>

a) A must have book for you and your clients: *Driven to Distraction: Recognizing and Coping with Attention Deficit Disorder from Childhood through Adulthood* by Edward Hallowell, M.D. and John Ratey, M.D.

b) Excellent guidance on working with ADD Clients: *ADD-Friendly Ways to Organize Your Life* by Judith Kolberg and Kathleen Nadeau, Ph.D.

c) Includes good discussions on high-functioning ADD:  
*ADD on the Job: Making Your ADD Work for You* by Lynn Weiss

d) For simple steps mapped out for getting organized that work especially well for people with ADD, refer to *The Organic Organizing Matrix sm/tm* (two versions available – downloadable e-matrix and laminated card) by Shannon Seek