



## How I conduct a Discovery Call

I start by introducing myself and having a short chat about where they live, lockdown, the weekend or anything going on at the time of chatting.

I usually then say " So at a discovery call I usually ask parents to tell me a little more about their little ones sleep challenge and if possible I would love to know 1 or 2 goals you might have if we worked together. If you talk, I will make notes and then I can tell you a little about how I work and answer your questions, does that sound OK?"

I make notes on what they say and then might ask a few questions relating to the challenge they are speaking about and prompt them to tell me a couple of goals. I am looking to see if these seem age appropriate and like something we could work on - they always usually are!

I then tell them how I work saying something like " we would have 3 weeks together with 3 follow up calls and daily app support, Monday to Friday. You would fill in a questionnaire and sleep diary 3-4 days prior to our initial meeting so I can come to our consultation with a plan. From there I write your sleep plan up and we then work towards your goals. Do you have any questions?"

Once I have answered all their questions I either tell them I will send over the package details or I ask them to feel free to pop me an email if they need anything further.