

Executive coaching

What to expect and coaching agreement

THE PROCESS, FEEDBACK AND PRIVACY,
CANCELLATION AND POSTPONEMENT, AGREEMENT AND OBJECTIVES



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The process



YOUR COACHING PROGRAMME

- Your coaching programme will consist of a number of pre-agreed sessions. Each session will vary in length, typically 2 hours, but this will vary in agreement with your coach.
- The sessions may be conducted face to face or over the telephone. The format and venue for meetings is agreed between yourself and your coach.
- Your coach may send you some questions in advance of your first session to help you prepare.
- Your first session may consist of a meeting with your sponsor/line manager, the coach and yourself. The aim of this tripartite meeting will be to agree the principles of coaching and confidentiality, agree on the desired coaching objectives and on what a successful outcome would look like.
- A coaching contract is supplied for your information. We encourage you and your line manager to think about your own coaching objectives (see table on page 8) before your first session. This forms the basis of the tripartite meeting and will not be shared with anyone else unless we have your permission to do so. All information you share with your coach will be treated in utmost confidence.
- After your first session, which is usually organised by your account manager, your coach will then liaise with you directly to schedule each session. Please can you ensure your assistant is aware of the importance of these sessions and try to avoid any late cancellations as we may need to charge you a cancellation fee (see our cancellation and postponement terms at the end of this document).
- To round off the final stage of your coaching programme, we recommend that your line manager and coach are invited to a review meeting. The purpose being to ensure a quality conversation between you and your sponsor/line manager in assessing the value of the programme and how best you can sustain yourself with ongoing support where appropriate.
- We invite you to join our [Alumni network](#) on LinkedIn and benefit from a great networking opportunity and platform to receive top tips and interesting insight. We will send you a reminder to join at some point in your coaching programme with us but you are welcome to look us up and send a request through to us at any time.



Feedback and data privacy



We continually measure the quality of our coaching formally, via coachee and sponsor evaluation forms and informally, by talking to our clients. We believe this is why over 80% of our new clients are referred to us.

For this reason, at the end of your programme we will ask you to send us your feedback and thoughts on your coach and the coaching programme. Your feedback is extremely valuable to us. Your line manager/coaching sponsor may also be asked for their feedback.

You can be rest-assured that our coaches will respect your need for total confidentiality. Any information you share with your coach in the coaching sessions will remain confidential. Your coach undertakes not to, at any time, either directly or indirectly use or disclose any information to others without your permission. Every coach adheres to the coaching professional code of ethics. Confidentiality will be broken only if:

- it is necessary to prevent physical harm or danger to life to a third party or yourself
- there is clear evidence of an intention to commit a criminal act
- you have given permission to share it with someone else

If you feel the need to make a complaint about your coach, you should make them aware of your complaint and be able to openly discuss your concerns. If the complaint cannot be satisfied between you, you should make your sponsor and coach provider aware.

We are committed to protecting and respecting your privacy. Our [Privacy Notice](#) sets out the basis on which any personal data we collect from you, or that you provide us, will be processed by us. Please read it carefully. By working with you or by visiting azizcorp.com you are accepting and consenting to the practices described in the policy.



Cancellation and postponement



Where possible, please try to avoid any late cancellations as we may need to charge you a cancellation fee. Our cancellation / postponement fees are as follows-

Notice Period (from date of tutorial)	Cancellation Fee
More than 14 calendar days	No charge
7 – 14 calendar days	Full fee payable with a reduction of 50% for the replacement session if authorisation for this additional session is granted within a month. The additional coaching session will become part of this current coaching programme.
Less than 7 calendar days	Full fee payable

Please contact your account manager at any time should you have any queries or concerns.



Coaching agreement



COMMITMENT

The coach's commitment is to provide you with a safe place where you can feel you can be honest and challenge yourself to make the changes that you want to make. Their role is to facilitate this process.

Your commitment is to work in a way that makes the best use of the coaching programme. That commitment means being honest and open in the best way that you can, in order to help yourself to grow and develop. By this we mean:

- coming with a desire and intent to learn and change
- being prepared to accept feedback as part of the process
- being open to exploring your feelings, thoughts and behaviour
- being open and honest about yourself and offering your coach feedback on whether the coaching is working for you
- understanding that your coach will be interested in you as a person as well as your aims and desires
- understanding that your coach will support, encourage, question and challenge you
- recognising how valuable your organisation holds you by providing you with this opportunity

It is your responsibility to ensure you come to each coaching session prepared with a goal/issue for discussion. We find that the effectiveness of the coaching programme is highly dependent on your level of commitment to making an effort to change. Note taking is recommended and is your responsibility.

Both the coach and you agree to dates and times to meet and to honour those agreements, noting the cancellation and postponement arrangements detailed in the previous section.



COMMITMENT FROM YOUR SPONSOR / LINE MANAGER

Your sponsor agrees to support you by ensuring that they:

- have regular conversations with you about the goals you have set yourself in your coaching, what support you need to achieve those goals and how they can help you get that support
- offer you clear and objective feedback on the progress they see you make
- raise any concerns they have about your progress with you in a timely and constructive manner

TRUST

If your coach ever says or does anything in a session that you do not feel comfortable with, or if you have any concern with the way you are working together, please let your coach know as soon as possible. For the work to be effective, a trusting relationship between you is critical.



Coaching Objectives



Your coach will complete these with you in your first session together. Please make some time to think about these prior to your first session.

Number of sessions:

	Goals and objectives (No more than 3)	What evidence will there be of achieving the goal	What will your Line manager notice	What is the expected business impact
1				
2				
3				



Signatures



I have read and understood the above and agree my commitment to my development and to the coaching relationship.

Coachee signature:..... Date:.....

I have read and understood the above and agree my commitment to the development of the Coachee.

Sponsor signature:..... Date:.....

I have read and understood the above and agree my commitment to the development of the Coachee and to the coaching relationship.

Coach signature:..... Date:.....



Summary of Aziz Offerings

FTSE100 Leaders come to us to raise their game...

