Coaching Direct

EXECUTIVE COACHING AGREEMENT

Your coach will make sure you fully understand, before and at the first session, the nature of the coaching agreement, including confidentiality, duty of care and cancellation policy.
Your coach will set out clearly the coaching process, the methods and any tools they are using before you embark on your coaching programme.

THE COACHING PROCESS

Typically, the process involves 6 one-to-one sessions, normally monthly. You may also be asked to complete a Strengths Profile and/or an emotional intelligence questionnaire, but this is at your own discretion. This is voluntary but can provide some helpful insights into your personality and preferences and help you to crystallise your understanding of your strengths.

You will also have telephone and email access to your coach over the course of the programme.

PRACTICAL MATTERS

With regards to a venue, we are happy to meet at a location convenient to you, generally at your offices.
We endeavour to be as flexible as possible when booking one-to-one sessions. Where a session is booked some time in advance, we will re-confirm with you a few days before the date.

If you have to cancel your session with less than 48 hours' notice, we will unfortunately have to charge your organisation in full.
Under exceptional circumstances our coaches may need to postpone or cancel due to ill health. In such situations the session will either be rescheduled, or an alternative coach offered.

CONFIDENTIALITY

We regard confidentiality as vital to ensure you have a safe environment in which to explore your development. Our coaches are committed to holding any information you share, in confidence. In exceptional circumstances, where there is evidence of activities of an illegal or potentially harmful nature (to yourself or others), we may have to inform the other parties. If possible and appropriate, this will be done with your consent and permission.

Attributable feedback to your organisation will be provided only with your express permission and approval (subject to clause 10). Where we are

coaching several individuals from your organisation, we may provide generic 'themes'. These are not associated with any individual or business area and are non-attributable. before the date.

Coaching Direct frequently works with several client organisations from within the same industry. As coaches, we are committed to ethical practice and would not divulge any information from one client to another. Where your coach has other relevant coaching relationships within your team, they will make you aware of this.

YOUR COACH

Your coach will be fit and healthy enough to practise. We will endeavour to ensure that your coach's experience is appropriate to you. If you feel at any time that this is not the case, you may request another coach.

Occasionally (in conjunction with your organisation) we may suggest another appropriate source of additional care or specialist services. You are free to act on this or not.
You have the right to terminate the coaching at any point during the coaching process; your coach will respect this.

All Coaching Direct coaches receive coaching supervision to ensure they continue to develop as coaches and their work conforms to ethical and best practices. Coaches discuss their work in confidence with their supervisor and identities of individuals and organisations are not revealed.

We monitor the quality of coaches' work through feedback from you and others. Your coach aims to complete at least 30 hours annually of Continuing Professional Development (CPD) in the theory and practice of coaching. Your coach is accredited via Association for Coaching, and any concerns can be raised directly with them.

Your coach will be sensitive to issues of culture, religion, gender, sexuality, disability, race and all other aspects of diversity. Your coach will always act in a manner that does not bring Coaching Direct or the profession of coaching into disrepute.

Coaches comply with all applicable Data Protection legislation, including GDPR laws and any updates to this. Coaches also abide by Coaching Directs' Data Protection and privacy notices. For further information about data privacy, please see our privacy policy here.

Digital records of coaching (your name, email address, job title, location (if applicable) and dates of sessions will be stored in a password protected, secure database. We use this information to stay in touch with you and to

report to your employer dates of sessions. Personal data (as listed above) is held in our secure database. This data is anonymised 5 years after your last coaching session. Any physical coaching records are anonymised and kept for the coach's own learning only.

You may give explicit consent to your coach to add your name and email address to enable you to receive our coaching newsletter and invites to our events.

EVALUATION

At or just after your final session, we will ask you to evaluate your experience of your coaching programme. Typically, this will involve a discussion with the coach and an online questionnaire to complete.

If you have any queries, please contact:

Coaching Direct Limited mail@coachingdirectuk.com 0345 013 2538