

Support**ED** Coaching Policies and Agreement

Welcome to your SupportED Coaching experience.

You're probably wondering what the coaching process will entail, and what the experience will mean to you.

Have you ever worked with a professional coach?

Your SupportED coach will encourage you to become an observer of your experiences, choices, actions, and interactions. You'll learn a new way of understanding what's going on in your life. This could help you to talk about yourself and your work in new ways, improve your decision-making, increase your life satisfaction, and maximize your effectiveness in the world.

Coaching can help you learn new ways to think and act. As a result, it may be easier for you to enter into new relationships, which could create many new possibilities for you personally, and enable you to produce better results in the world.

The outcome of the coaching experience varies from client to client.

It's important for you to understand what coaching is NOT:

- Coaching is not consulting.
- Coaching is not therapy.
- Coaching is not counseling.

If your coach thinks it would be appropriate to make a referral for you to another professional, s/he will suggest that. Coaches won't tell you what to do – they might make suggestions, and the decisions are always up to you.

A coaching relationship is built on trust, openness, care, and respect. The coach's primary focus is your well-being. Coaching conversations are confidential. (There are very few circumstances under which a coach is legally obligated to make exceptions, and your coach will be happy to explain those to you.) Your coach will not reveal any of the information you disclose during the coaching conversations to anyone else unless you provide written permission.

Coaching sessions can last anywhere between 30 – 60 minutes, depending upon your coaching needs and your coach's general practice.

Your coach may invite you to call or email between scheduled sessions, if you need to briefly discuss a problem (10 minutes), or to share a major success or breakthrough.

If you decide that your coach is not the right one, please contact SupportED immediately. We are committed to finding the best person to work with you.

Your **coach** will:

- Have a conversation with you at the start of the coaching relationship in order to understand what you want to achieve through coaching.
- Respond to your requests to set the agenda for your conversation, to change the tone of the discussion, to provide support, or to address other needs that will encourage your progress.
- Uphold the ethical guidelines as defined by the International Coach Federation, including keeping your conversations private and confidential
- Discuss and resolve any conflict of interest with your best interest in mind. If a conflict with your coach cannot be resolved respectfully and satisfactorily, your coach is obligated to terminate the coaching agreement/contract and notify the SupportED team.
- Notify you as soon as possible of any change in schedule
- Wait for you to call or arrive for 15 minutes before canceling the session

As the **client**, in order for you to attain your desired result, it is important for you to be committed to the coaching relationship. By signing this agreement you agree to:

- Engage honestly and openly in very direct and personal conversations and share anything relevant to these conversations
- Telephone the coach or meet at the prearranged location at the time and date scheduled for each session
- Acknowledge that the learning and transformation process may be uncomfortable at times, that discomfort is an indicator that change is occurring, and change requires venturing into unfamiliar territory
- Come to each session prepared with a topic or concern on which to be coached
- Clearly state any expectations, differences of opinion, disagreement with approach, and/or requests of the coach
- Consider new practices and actions that may take me out of my comfort zone. I also agree to tell my coach if suggestions for new practices or actions are in conflict with my personal, moral, spiritual, ethical, or cultural guidelines.
- Initiate immediate follow-up communication if I miss a session.
- Acknowledge that services of the coach and SupportED are not intended as instructions to be followed but merely suggestions and support. Any decisions made and actions taken or not taken, based on the input from the coach, are my complete responsibility, as the client.
- Acknowledge that the coach and SupportED shall have no liability or responsibility for any actions I, as the client, may take or not take in connection therewith
- Acknowledge that the coach and SupportED make no guarantees or warranties, expressed or implied, as to the results to be achieved, or as to the consequences of any actions I, as the client, may take or not take

I, as the coaching client, have read and agree to these policies and disclaimer of liability.

Name: _____

Date: _____