

Roundtable Coaching Agreement

Introduction

Working one-on-one with a coach is a powerful experience based on mutual respect and trust. It is a partnership dedicated to your development, and for this partnership to work well, both coach and coachee need to understand their roles.

Your Role as the Coachee

The final responsibility for learning belongs to you, the coachee. To receive the most benefit, your role is to:

- Commit to your goals and your vision of a great future. Take the time to examine what you want and need and determine goals that are truly meaningful to you.
- Come prepared to coaching sessions with an agenda and focus for the discussion.
- Be open, truthful, and direct with your coach.
- Be open to feedback and challenges to your assumptions, beliefs, and ways of working.
- Give the coaching relationship and process time to develop and demonstrate results.
- Commit to actions and experiment with new leadership behaviors in between sessions. • Keep your manager / sponsor informed of coaching progress, as required, and agreed upon.
- Consider keeping notes or a journal to capture important insights and track your progress. This will help you know what you need to work on next and allow you to quickly document your achievement and results.

Your Coach's Role

Your coach's role is to engage you in coaching conversations that help you to:

- Establish achievable, measurable, and meaningful goals.
- Achieve clarity and focus on your needs and challenges.
- Respectfully challenge you and expand your thinking on possible options and solutions.
- Determine clear plans and steps that will move you towards your goals in a timely manner.
- Experience results that contribute to learning, growth and performance. You can expect that your coach will be dedicated to your needs and progress and as such, will:
 - Provide direct and honest feedback.
 - Share strategies, information, and experiences with you when it is relevant to your goals.
 - Be action oriented and business minded.
 - Be current on leadership, strategy, and coaching practices.
 - Clearly structure the coaching agreement

Professional Advice

It is very important to remember that you are responsible for all the decisions you make and plans you create through coaching. In all cases, you are responsible for evaluating and choosing the best course of action, and you are responsible for the outcomes. Your coach will not recommend the best course of action and will not tell you what to do. As the coachee in the coaching relationship, you are responsible for creating your own decisions and results.

The coachee must understand that their coach is not qualified to provide advice on the coachee's area of business or professional activities and is also not qualified to provide advice on matters related to the law, regulatory issues, human rights, accounting, tax or any other areas of professional expertise. The coaching relationship should also not be construed as psychological counseling or any type of psychotherapy. If decisions are to be taken that would benefit from advice or counsel from business specialists, lawyers, accountants, or other professionals, it is the coachee's responsibility to acquire the needed advice or counsel.

Also understand that coaching is not a replacement for existing supervisory or management processes. All issues of a Human Rights or disciplinary nature must be handled within established

policies and procedures with appropriate involvement and counsel from experts in these areas (including those within the coachee's organization).

Procedures for Coaching Sessions

Changes

If you need to reschedule a coaching appointment, please give the coach at least 48 hours notice. Appointments cancelled with less than 48 hours notice to accommodate other meetings or work activities will be counted as if they had taken place for the purposes of monthly billing. If you are ill or have an emergency such as a family illness or accident, your coach will reschedule with no charge.

Between Session Time

It is important to remember that much of the progress in coaching happens between coaching sessions. This is when you will find yourself revisiting the issues you have discussed with your coach and taking your ideas to new levels. It is also when you will test out the techniques, plans and solutions you have committed to as part of your learning.

Between sessions, your coach will also be thinking about, and working on, ways to keep you moving ahead. Feel free to call your coach between main coaching sessions if you want to have a short talk, have a problem you want to quickly talk through or want to share a success. These short (10 – 15 minutes), in-between calls are part of the coaching service.

You are also encouraged to contact your coach periodically by e-mail to share information or raise questions. Your coach may also use e-mail to pose additional coaching questions between sessions, or to provide you with articles or exercises relevant to the coaching work.

Coaching Quality

The Roundtable strives to ensure that you receive high quality coaching. If you are giving the coaching process the time and energy it deserves, you should expect to receive a valuable development experience. If you have concerns, particularly relative to:

1. the quality of your coach's work, or
2. the comfort you feel in the coaching relationship, please discuss the matter with your Roundtable account manager immediately.

Confidentiality

The content of the discussions with your coach is confidential. There are three exceptions, as indicated in the following paragraphs.

First, you may give your coach permission to reveal the content of coaching discussions. For example, it can be valuable to have verbal reports on coaching progress provided in three-way conversations attended by the supervisor, coachee and coach. If you invite your coach to participate in such a meeting, you must give her permission to discuss the coaching process and the issues coaching is addressing. Prior to such a meeting, you may want to speak with your coach and ask her to keep specific issues in confidence.

Second, your coach may, without revealing your identity, discuss your situation confidentially with another coach for the sole purposes of seeking suggestion to improve your coaching process.

Third and finally, it is important to remember that coach-coachee confidentiality is only as confidential as applicable provincial or federal laws and vital employer regulations allow. The coaching relationship is not privileged and, as such, a coach's records on a coachee can be subpoenaed. Also, coaching coachees must realize that if they inform their coach that they have broken an employer's regulation or carried out an illegal act that impacts their employer, their employer will be informed of such conduct.

Assessment Results / Written Reports

Any assessments completed as part of the Roundtable coaching process are kept confidential between the coach and coachee unless otherwise agreed to by the coachee and their organization. Coachees may be encouraged to share aspects of their results with key stakeholders as part of their development planning process.

To ensure that any written reports that are required do not reveal matters you wish to keep confidential, responsibility for such reporting, when required, rests with you, the coachee. Typical reporting may include a) providing the supervisor with a statement of the goals of the coaching process, and b) providing written and verbal briefings on progress at three and six month intervals. Your coach may provide suggestions for report content, but it is the coachee's role to prepare, approve and submit the report. This ensures that no confidential information is released by the coach in a permanent record.

Corporate Information

During the coaching relationship, the coachee or their employer may share future plans, business dealings, and other proprietary information with the coach. The coach will not divulge such information to any third party at any time.

International Coach Federation (ICF) Ethics

Your coach is a member of the International Coach Federation and adheres to ICF standards for ethics and professional conduct. To learn more about the ICF go to www.coachfederation.org.

Release of Name to the International Coach Federation

Your coach requests your permission to keep a confidential record of your name, phone number and e-mail address to meet the requirements for credentialing by the International Coach Federation. These requirements include documenting the extent of a coach's experience in terms of numbers of coachees and numbers of hours of coaching service. This information will be submitted to the ICF as part of the credentialing process and will be held within secure files of the ICF. You may be contacted by the ICF in the future to confirm that you were a coachee of this coach, but you will never be asked to discuss the content of your coaching sessions. Agreeing to this document indicates that you agree to this request.

Termination

The coach and coachee intend to work together for the duration of the program. After the program, appropriate extensions of the coaching relationship can be negotiated. If the coachee is not satisfied with the program, or coach, they may speak with the account manager about their concerns. If, after a substantial effort to make the relationship productive by both the coachee and the coach, the coachee is unsatisfied with the results they can withdraw from the program and all subsequent coaching sessions. In the event of fees owed at the time of cancellation, full payment is due.