Coaching Agreement
for Winning Conditions for Client and Stakeholders

Coaching Agreement

Welcome to coaching! Please take a few moments to review the outline below so that you can know what to expect from the coaching system.

The term "Client" refers to the person being coached. To help ensure that the client has the greatest possibility of a successful outcome, measurable results and return on investment (ROI), we suggest the following:

That the client

- Wants to be coached
- Is enthusiastic about evolving professionally
- Participates in intake sessions
- Completes assessments thoughtfully
- Prepares for coaching sessions
- Recaps the sessions in writing and e-mails the summary to the coach
- Is focused during coaching sessions and limits interuptions
- Maintains portfolio and notes progress throughout the process
- Is present and participative at portfolio reviews
- Articulates needs clearly to the coach and stakeholders
- Allows for the trial and error of new behaviours and attitudes
- Allows the time required to work on goals outlined in mandate
- Accepts that s/he is solely responsible for his or her results, achievements, actions and success
- Accepts responsibility for all personal choices and outcomes

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The Stakeholders

The term "Stakeholder" refers to the manager and the sponsor (this could be one person).

The Stakeholders

In support of the most successful outcome possible, measurable results and ROI, the stakeholder's role is to:

Participate in intake sessions.

Review benchmark assessments thoughtfully.

Confirm the professional development plan.

Be present and participative at portfolio reviews.

Provide clear and constructive feedback at portfolio reviews.

Allow for the trial and error of new behaviours and attitudes.

Allow the client the time required to work on goals outlined in mandate.

Address the need for resources as they are revealed to you. If additional resources are not available, then the stakeholders should facilitate the process as much as possible.

Clearly identify the stakeholders who will be included in this process and provide the coach and client with their names and contact details.

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The coach's role

Provide the materials.

Coordinate the intake sessions.

Support the client in the development of the professional development plan.

Coach through the mandate according to best practices.

Follow ICF code of ethics (www.coachfederation.org).

Facilitate dialogue and communication between the client and stakeholders.

Not to act as a messenger between client and stakeholders.

Coordinate and attend portfolio reviews.

Coordinate phase three, review of next steps.

To advise stakeholders if the client is not following the process: not attending sessions, frequently late for sessions, unprepared for sessions, not submitting weekly commitment statements, is stuck or not progressing on pdp.

To advise stakeholders and terminate the coaching mandate if the client is consistently demonstrating counter productive behavior.

What to expect:

Coaching System: From Potential to Performance

Phase 1 - Goals and outcomes

Goal: To clearly establish the coaching mandate in order to ensure that goals and expectations are met. Materials used include templates, a benchmark assessment, a Lumina Spark Psychometric Assessment. A 360 Degree Feedback Assessment is an optional extra.

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Phase 2 - Coaching

Goal: To support the client in working towards the achievement of results as outlined in the mandate. Throughout the process. The client will build and maintain a portfolio of work which will represent the efforts, changes, insights and goals achieved throughout the coaching process.

What is professional coaching?

"The ICF defines coaching as partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential. Coaching honors the client as the expert in his/her life and work and believes that every client is creative, resourceful, and whole. Standing on this foundation, the coach's responsibility is to:

- Discover, clarify, and align with what the client wants to achieve;
- Encourage client self-discovery;
- Elicit client-generated solutions and strategies; and
- Hold the client responsible and accountable.

Coaches are trained to listen, to observe and to customize their approach to individual client needs. They seek to elicit solutions and strategies from the client; they believe the client is naturally creative and resourceful. The coach's job is to provide support to enhance the skills, resources, and creativity that the client already has." (www.coachfederation.org)

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Coaching sessions:

Coaching sessions take place by phone, Zoom or at the client's office. The client must schedule an extra 10 minutes before the call to prepare and 10 minutes after the call to prepare and forward weekly commitment statement.

The client will maintain this statement and keep a copy of it in their portfolio as a way of tracking effort and progress.

At the end of the coaching mandate, the coach, client and stakeholders will have a meeting so that the client can present the completed Portfolio.

Coaching sessions are prescheduled to take place on a regular basis.

All sessions take place via conference call. (Should the coach travel to the location of the client the coach will charge.54 per klm round trip and parking).

Rescheduling: The client is to provide 24 hours to the coach to attend the session and it will be rescheduled at no charge. Unattended sessions without notice of cancellation will be charged at the full hourly rate.

Late for a session: the session will finish at the originally scheduled time.