

Coaching Service Agreement



Transformational Coach
Mentor and Speaker

Coaching Service Agreement between

Client name: [REDACTED]

and

Coach name: [REDACTED]

Definition of Coaching

According to the ICF, coaches honour the client as the expert in his or her life. The coach works and believes every client is creative, resourceful, and whole. And so standing on this foundation, the coach's responsibility is to:

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

This process helps clients dramatically improve their outlook on work and life while.

Duration

Coaching sessions will begin and end according to the frequency preferences, whether weekly, fortnightly or monthly.

Conduct and Relationship

The coaching relationship is a joint decision. Coaching is not advice, therapy, or counselling. Coaching conversations may address specific personal projects, business successes, or general conditions in the client's life or profession.

The coach promises the client that all information provided to the coach will be kept strictly confidential.

Throughout the working relationship, the coach will engage in direct and personal conversations.

The client can count on the coach to be honest, and straightforward in asking questions and making requests.

The client understands that the coaching relationship's power can be granted only by the client, and the client agrees to make the coaching relationship transparent, honest and robust. If the client believes the coaching is not working as desired, the client will communicate that belief and return to the coaching relationship's power.

A Typical Session Format

- We will have an initial consultation to share information, define the purpose, design the format, and agree on goals and measure success. Both of us need to check whether we feel happy this will be a good 'fit' or whether someone else will be better match your needs.
- We will arrange to meet in private, in a neutral environment when possible or conduct the sessions on video chat or by telephone. The length of sessions is ninety minutes and the client decides the frequency of sessions.
- The coaching topic and agenda is the clients decision – how we go about it is something we will design together.
- Our work will be primarily conversational in nature. I will also probably offer some conceptual models & structured processes for your experiential learning, and I may suggest reading or other 'homework'.

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Standards of Conduct

- Coaching and mentoring are professional services, and I am committed to providing the best coaching experience to my client.
- As a qualified, experienced and competent coach, I will not overstate or exaggerate claims that are out of my experience beyond my expertise.
- I will not claim or imply outcomes or make guarantees to the client.
- I will not take responsibilities or take credits for clients successful or unsuccessful outcomes. Neither will I accept, participate or held responsible in litigation dialogues or processes.
- I will respect the confidentiality of my client's information, except as otherwise authorized by my client or as required by law.
- I will obtain permission from each of my clients before releasing their names as clients or references.
- I will conduct myself in a manner that reflects well on coaching as a profession. I will refrain from doing anything that harms the public's understanding or acceptance of coaching as a profession.
- I will coach in an ethical manner compatible with the *ICF Definition of Coaching* as stated above.
- Our signatures on this agreement indicate a complete understanding of an agreement with the information outlined above.

Payments & Refunds

- Coaching fees must be paid in full as agreed upon according to payment frequency at the time of booking.
- There will be no refunds except for legitimate reasons resulting from unforeseen and unfortunate circumstances like long term illness supported by doctor's note, natural disasters or demise.
- Outstanding monies from incomplete coaching sessions will be paid to the client or client's relative if claimed within thirty days from occurrence of an unforeseen change of circumstances.

I am committed to the duration of coaching sessions I embark upon.

Client Signature:

(Digital signature accepted)

Date:

Coach Signature:

(Digital signature accepted)

Date: