

## Basic Process and Protocols of Coaching

This document details the basic processes and protocols underpinning coaching services offered by Lisa Gorman of Lisa G Communication.

Coaching is a collaborative, solution focused, results-oriented and systematic process, in which the coach facilitates the enhancement of work performance, self-directed learning and personal and professional growth of the coachee/client.

Throughout the working relationship the coach will engage in direct, personal and often challenging conversations. The client understands that successful coaching requires an active collaborative approach between client and coach. The coach plays the role of a facilitator of change; it is the client's responsibility to enact change.

Coaching is not therapy and thus does not aim to treat psychological problems. The client agrees to disclose details of past or present psychological or psychiatric treatment. If such issues become salient during the coaching relationship the coach may recommend referral to an appropriate and qualified specialist.

As your Coach, I can work with you if

- You have a genuine and serious intent to change
- You are ready to work at creating change
- You are ready to receive, accept and act on feedback
- You are honest and forthright in our discussions
- You are willing to explore, challenge and change self-defeating patterns
- You are willing to try new ways of behaving, learning and working
- You will complete any between-session action learning tasks
- You will raise and frankly discuss any issues that relate to the goals we are working on
- You recognise the value and worth that your organisation is placing on you, by this investment in your personal and professional development
- You inform me promptly if the coaching is not working for you

All information about the coach/client relationship and any written notes will remain confidential, except in rare circumstances where decreed by law. If requested by your organisation, I will report in broad terms on the process and progress of coaching but I will not report on the details and content of the coaching session unless you give your explicit permission.

Where an organisation is paying for coaching sessions, I will report any missed sessions, repeated failure to complete homework tasks, or lack of engagement in the coaching process. I reserve the right to terminate coaching in such circumstances. I need 48 hours (2 working days) notice of a cancelled session and I will give you advance notice of my decision to terminate coaching. You may terminate coaching at any time.

I will work within the Ethical Codes of the Australia Psychological Society and the International Coach Federation.

Other issues.....

I have read and understood this document

Name.....Date.....

Adapted from Grant & Cavanagh c 2009