

Helen Gray Coaching

CLIENT CONTRACT

Introduction

The information in this contract has been compiled to help you determine how coaching will best help to achieve your goals. 'I work with your unconscious beliefs and patterns that control your thinking, feelings and actions.'

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'Changes in your lifestyle, your mindset, your habits are like sowing seeds, fruits of your labour appear slowly and grow over weeks and months but they take root and create a happier healthier life.'

Who can have a life coach? The answer is anybody! Although as a coach I will only accept clients that show these characteristics; a need for change, are focused on achieving their goals, are invested mentally, emotionally and financially and are prepared to take action.

WHAT topics will coaching help with?

- self-confidence,
- a positive mindset,
- improved self awareness,
- Improved relationships and boundaries,
- clarity, purpose and motivation,
- improved mental, emotional, physical well-being,
- lower stress levels
- ultimately finding happiness.

HOW and WHERE is coaching delivered?

- Usually over the phone / zoom or face to face.
- Tailored

WHEN is coaching delivered?

- By mutual arrangement, just say the word and we'll co-ordinate our diaries and get started!

Here are a few definitions of what coaching is and what it will do for you:
Coaching is unlocking people's potential to maximise their own performance. It is helping them to learn rather than teaching them. John Whitmore

A coach is someone who tells you what you don't want to hear, who has you see what you don't want to see, so you can be who you have always known you could be. Tom Landry

Coaching originated in the world of sport. Now coaching is a distinct profession, clearly different from counselling, training, mentoring, therapy, or consultancy. What is remarkable is its sheer power and versatility. Coaching will help you perform a new task, improve your performance, develop a new skill or solve a problem. In more general terms, many people are turning to coaches to find direction and balance. Joseph O'Connor

Mission Statement

Driven by love and determination, Helen Gray Coaching inspires people to step up and be on their A game for life. My coaching has transformed lives, helping others to become the happiest and healthiest versions of themselves.

I have coached clients in their darkest hours, when their self esteem and confidence have been rock bottom and seen them transform into thriving happy souls with the confidence to go out there and grab life!

My goal is to help as many people as possible become the happiest and healthiest versions of themselves, not just for a week or a month or a year but for life.

I believe we can build a generation of strong, happy and healthy individuals if today as parents, as role models, as a society, we take control of our own mental, emotional and physical health.

Responsibilities:

We will not be delving into your past unless you wish to. Instead we'll explore where you are right now, what you want for your future and how and when we're going to get you there ☺

As your coach I do not provide or have the answers. However, I will help you identify what's been holding you back, what to learn from your choices and plan the necessary changes to move you closer towards your goals so you live the life you desire.

I will also help you to recognise that you have the ability to **BE, DO, or HAVE** whatever it is in alignment with your best vision of yourself and your values.

This is how coaching works:

Clients book and pay for (in advance) for six sessions after a free initial consultation (discuss with me if this is an issue for you because if you are committed to being coached, I don't want finances to get in your way of your progress and may be able to negotiate special payment terms for you).

Our first consultation is a fact-finding discussion. This is an important opportunity for both of us to build rapport and trust. Some people find this session quite emotional. It's often the first time a person experiences dedicated 'me' time in a safe, non-judgemental environment. We'll reflect on what you want more of, where you are now, then plan where you want to be in the future and how best to achieve this.

Having identified your coaching goals and priorities, we'll agree the way forward and the frequency of your sessions. Some clients prefer hourly sessions booked weekly, fortnightly or monthly depending on their attitude, motivation and the resources required to complete agreed actions. Others prefer to use their time in one go (though this can be quite draining), it all depends on exactly what the issues are.

After the first course of coaching, clients can then go on to longer term packages at with the initial course discounted. The choice is yours and depends on the complexity of your goal(s) and your time-line.

There really isn't a *typical* scenario because everyone and their issues are individual to them and need to be worked through based on their own merits. However, experience demonstrates that client relationships tend to average 12 sessions, though some are finished after their initial course of 6 and some have lasted much longer, it all depends on the complexity and volume of goals.

Clients find coaching extremely rewarding and being results orientated, hence there is no need for long term dependency. However, many clients work with me over a period of a year as and when new issues arise. Others simply book me for an hour as necessary (by way of an M.O.T.) to maintain their focus and motivation.

Coaching tends to be conducted over the phone or Zoom with e-mail support (there are many benefits to this, not least it minimises the logistics of travel and various distractions). However, face-to-face sessions are equally effective – especially for people not keen on utilising the phone and these are offered to my clients locally.

Testimonials:

To see more visit my website: www.helengraycoaching.com

Benefit and improve your life through coaching

- ✓ 100% dedicated to listening, guiding and motivating you
- ✓ Assists you to stop denial and provides the means to move on
- ✓ Shows you how to take responsibility for your own actions & choices
- ✓ Enhances self-esteem, confidence and faith in own abilities
- ✓ You can discuss anything without limits, judgement or blame
- ✓ It's totally confidential
- ✓ The experience is liberating and can be life changing
- ✓ It helps you stay on track and provides positive direction and clarity
- ✓ Rationalises fear of rejection and releases talent and ambition
- ✓ Achievement of desires and goals far faster than working on own
- ✓ Turns thoughts into reality like learning to take control
- ✓ In your time, face to face or over the phone
- ✓ Specialist fields i.e. career, relationship, business, peak performance
- ✓ Equally useful for personal, business or professional issues
- ✓ Stops clients getting in a rut – by being challenging
- ✓ Unlocks answers from within providing strength, hope and happiness
- ✓ Offers guidance, focus, motivation, direction and support when needed
- ✓ Explores options and opens new doors to improved life
- ✓ Adopt an accepting philosophy towards other people.

The Industrial Society's "Managing Best Practice" series. The report was based on a survey of 5700 human resource and personnel specialists.

What would you say were the main benefits of coaching to the recipient?

Generates improvements in individuals' performance/targets/goals.....84%
Increased openness to personal learning and development.....60%
Helps identify solutions to specific work-related issues.....58%
Greater ownership and responsibility.....52%
Developing self-awareness.....42%
Improves specific skills or behaviour.....38%
Greater clarity in roles and objectives.....37%
Corrects behaviour/performance difficulties.....33%

What would you say were the main benefits of coaching to the organisation?

Allows fuller use of individuals' talents/potential.....79%
Demonstrates commitment to individuals and their development....69%
Higher organisational performance/productivity.....69%
Increased creativity, learning, and knowledge.....63%
Intrinsically motivates people.....57%
Facilitates the adoption of a new culture/management style.....39%
Improves relationships between people and departments.....35%

Terms & Conditions

1) Responsibilities of the coach

- ✓ Be available at the designated times agreed
- ✓ Give 100% attention and focus to the client
- ✓ Be committed to completing the coaching sessions scheduled
- ✓ Manage individual needs and expectations
- ✓ Give positive constructive feedback
- ✓ Ask permission before making suggestions
- ✓ Not to give opinions or share personal experiences
- ✓ To create a safe neutral non-judgemental environment
- ✓ Respect the client
- ✓ To use all reasonable endeavours to ensure that the client's needs are met.

2) Responsibilities of the client

- ✓ Ring on time as agreed to avoid disruption to other clients
- ✓ Pay fees on time by agreed method in advance of coaching
- ✓ Be committed to completing the coaching sessions scheduled
- ✓ Be committed to addressing subsequent actions
- ✓ Respect the role and definition of a coach
- ✓ Give feedback
- ✓ Accept responsibility for any occurrence because of coaching.

Client Declaration

- I understand that coaching does not treat mental disorders. I also understand that coaching is not a substitute for counselling, psychotherapy, psychoanalysis, mental health care, or substance abuse treatment, and I will not use it in place of any form of therapy.
- I promise that if I am currently in therapy or otherwise under the care of a mental health professional, that I have consulted with this person regarding the advisability of working with a coach and that this person is aware of my decision to proceed with the coaching relationship.
- I understand and acknowledge that any decisions and or actions because of coaching are exclusively my own responsibility.

- I appreciate that coaching is for my own personal self-development and it may raise intimate and personal issues. Therefore, I will not use coaching in lieu of professional advice. Instead, I will seek guidance for legal, medical, financial, business, spiritual and any other matters arising as necessary.
- Additionally, I realise that coaching does not in any way make representations that guarantee success or generate income.

3) Recital

Helen Gray agrees to supply, and the client agrees to pay for the services in accordance with the terms of this agreement.

4) Fee Structure

Option one: Initial consultation plus six sessions

Option two: Initial consultation plus 12 sessions

Option three: Initial consultation plus 27 sessions or six months weekly

Option four: Initial consultation plus 52 sessions or one year weekly

Travel expenses are agreed separately as and when necessary.

Payment by bank transfer, sterling or euro as per local currency.

Fees & Cancellation Policy

- Fees must be paid in full (including bank transfer charges) at least 5 days before coaching commences.
- Those clients that are late for an appointment will have the time deducted from their session so as not to inconvenience the next client.
- If you do not ring or attend an appointment as scheduled, you will lose your fee.
- Should you need to re-schedule, given at least 24 hrs. notice it should be possible without penalty. However, if less than 24 hrs. notice is provided; you may lose 50% of your fee.
- If sickness of you or family prevents you from attending all or part of our sessions, a Doctors certificate is required following which you may be offered a mutually agreeable alternative schedule.
- Fees quoted include specified tuition and course materials only.
- A receipt will be provided.

5) Limitation of liability

Helen Gray accepts no liability for the client for any loss of any kind whatsoever, whether directly or indirectly caused to or incurred by reason of any failure or delay in client's objectives or performance being realised. No guarantees whatsoever can be made in any respect.

Professional Indemnity, Public Liability, Product Liability, Libel and Slander of £1 million pounds any one claim.

6) Intellectual Property

Helen Gray warrants that any material or data delivered to the client does not infringe any Intellectual Property Rights of any third party and contains no defamatory material, which may render the client liable for the payment of damages to any third parties.

The client will respect the copyright of all materials, reports and other documentation created by Helen Gray Coaching during supplying the services.

7) Confidentiality

Each party undertakes that it shall not disclose to any third party any confidential information disclosed to it by the other party without its prior written consent. This includes all information written or verbal shared by either party.

Additionally, the coach has signed and is committed to honour bound and respect the IAPC&M *Code of Professional Conduct*.

Confidential information does not include information that: a) is already publicly known or b) that the coach is required by law to disclose including any disclosed made to the coach and because of such disclosure means the coach has reason to believe there to be an imminent or likely risk of danger or harm to the client or others and or c) involves illegal activity.

According to the standards and ethics of our profession, topics may be anonymously and hypothetically shared with other coaching professionals for training, supervision, mentoring, evaluation, further coach professional development and/or consultation purposes.

8) General Data Protection Act

Helen Gray complies with the provisions of the GDPR <https://eugdpr.org/> and adheres to the principles of 'good information handling'. All records are held securely in the strictest confidence for the exclusive use of Helen Gray Coaching.

9) Termination of relationship

If a client decides to terminate the coaching relationship all that is required is an e-mail of confirmation detailing when your last session will be held.

10) Operating hours

By appointment as agreed and paid for.

Complaints Procedure

A complaint is defined as: *A statement that something is wrong or not satisfactory*. If you have a complaint about me, please officially log your complaint with me in writing and follow the below procedure. In the unlikely event you are not satisfied with the outcome of your complaint, then you can escalate your complaint to the International Authority for Professional Coaching & Mentoring <https://coach-accreditation.services/professional-standards/complaints-procedure/>. Complaints need to be sent to standards@coach-accreditation.services.

Accepting it is never easy to complain to the person you are dissatisfied with, you still need to make me aware of your complaint, in writing so I can have the opportunity to make amends. Therefore, I will need the following:

- > Confirmation of your preferred email address for correspondence
- > A clear, detailed description of what your complaint is about, including reference to which standards in the Code of Professional Conduct that have been breached (as contained in this document)
- > Details of your desired outcome.

I aim to respond to complaints within 20 working days. If I can't reply to you within this timeframe, I will let you know and tell you when you can expect a reply.

Code of Professional Conduct (see full code in appendices)

- 1.Accountability
- 2.Protecting client rights
- 3.Accurate record keeping
- 4.Effective communication
- 5.Being honest and trustworthy
- 6.Delivering exceptional client care
- 7.Practising safely within the scope of practice
- 8.Establishing and maintaining public trust and confidence.

Memberships & Accreditations



- <https://coach-accreditation.services/wp-content/uploads/2018/07/A-Guide-to-finding-your-coach-or-mentor.pdf> **Free e-guide**

Agreement between Client and Coach

This agreement is based on trust, confidentiality and respect. It constitutes the entire agreement between both parties and can only be modified in writing by Helen Gray.

Having read the above, it is understood and agreed by both parties:

Helen Gray

Client name

Signature

Date

Date

Thank you very much for this opportunity to support you. Let's begin!




**INTERNATIONAL AUTHORITY FOR
PROFESSIONAL
COACHING & MENTORING**

Through accreditation, we build trust and confidence in the coaching and mentoring profession for the benefit of everyone.

<http://coach-accreditation.services>

Dawn Campbell
AFC, AMM, Director

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Appendices

1. Code of Professional Conduct



INTERNATIONAL AUTHORITY FOR PROFESSIONAL COACHING & MENTORING

Code of Professional Conduct

As an accrediting body, the International Authority for Professional Coaching & Mentoring needs to be assured that our members are practising safely, effectively and lawfully. We do this by setting out a code of professional conduct identifying key standards of practise which form the benchmark of the conduct expected.

All members of the International Authority for Professional Coaching & Mentoring have an obligation to raise and maintain the standards of the profession of Coaching and Mentoring to ensure that we have the highest levels of client satisfaction, the best outcomes for clients and we can uphold public trust and confidence in the industry.

Members of the International Authority for Professional Coaching & Mentoring include:

- Coaches
- Mentors
- Training Providers

Each coach, mentor and training provider will be required to deliver their practice in accordance with the International Authority for Professional Coaching & Mentoring's Code of Professional Conduct. These standards are considered essential to deliver safe and effective practice within the profession. They set out what all coaching and mentoring students must be able to demonstrate on completion of their training to form part of their accreditation and all members must be able to evidence ongoing delivery against these standards as part of their reaccreditation with the International Authority for Professional Coaching & Mentoring.

If your practice is called into question we will consider these standards in deciding what action, if any, the Professional Standards department need to take.

The International Authority for Professional Coaching & Mentoring recognises that the scope for Coaching, Mentoring and Training is vast and varied and different members will have different areas of practice. For the purposes of clarity, the scope of your practice is the area or areas of your profession in which you have the knowledge, skills and experience to practise. These standards must therefore not be considered in isolation. All of our members will be expected to deliver our standards in conjunction with any other standards or codes of conduct within the field for which they practise.

We recognise that a member's scope of practice may change over time which you will need to declare each time you renew your accreditation.

It is essential that you are able meet our standards, however we do not stipulate how this must be done. We accept that there are many and varied ways the standards can be met which may also change over time.

For the purposes of this document, '*client*' refers to the person/persons who are in receipt of the services that are provided by the coaches, mentors and training providers who are accredited through the International Authority for Professional Coaching & Mentoring. The term '*provider*' refers to the coach, mentor and/or training provider who is delivering the service.

1. Delivering exceptional client care

- The provider must ensure that clients are fully informed of the services they are purchasing and the terms of those services
- The provider must ensure that the client understands the terms of their contract with them
- The full costs of services provided to a client must be agreed prior to delivery of services and must not change during that contract of service unless by agreement
- All providers must have a clear, easy to use and accessible complaints procedure.

2. Protecting the rights of the client

- The provider must not give misleading information to the clients
- All clients must be treated with dignity and respect
- All clients must be informed of how to complain if they are not satisfied with the service received
- A provider must not abuse the client's trust
- All relationships should be limited to the professional setting, and all social contact between a provider and client should be avoided. A provider must not enter into a sexual relationship with a current or former client.
- A provider must not form inappropriate relationships with the client outside of the boundaries of the professional relationship
- A provider must not accept money from the client for anything other than what has been agreed within their contract of services with the client
- A provider must not accept gifts from the client during the contract of service (any gifts received as a thank you must only be of nominal value and must be documented within the client records).
- A provider must ensure that any information that they hold about a client is protected in accordance with Data Protection laws of the country within which they operate
- A provider must have a clear confidentiality policy in place and ensure that the client is fully briefed of the terms of the policy.

3. Establishing and maintaining public trust and confidence within the profession

- The provider must not abuse their power
- The provider must not discriminate against anyone. They must not be judgemental and must be comfortable with working with people's differences whether culture, gender, religion, age sexuality or race
- The provider must not behave in a way, whilst working or not working, which would call into question their suitability to work in the field
- The provider must not put themselves or others in any unnecessary risk
- The provider must work lawfully and safely
- The provider must not do anything that would bring the reputation of the profession or the International Authority for Professional Coaching & Mentoring into disrepute.

4. Be accountable for your work

- The provider must take responsibility for maintaining and improving their knowledge and skills within their field of practice
- The provider must be able to demonstrate reflective practice
- The provider must seek feedback from clients to improve service
- Each provider must demonstrate a commitment to continued professional development (CPD)
- Providers are expected to be aware of any personal difficulties that would prevent them from delivering the best service and take action to ensure the quality of their service is not compromised
- The provider must work openly and cooperatively with the client and the International Authority for Professional Coaching & Mentoring.

5. Practise safely within the scope of practice

- The provider must be aware of their own capabilities and limitations. They must suggest referrals where appropriate and never engage in any practice that is outside their knowledge or skill level or that could negatively affect the client
- The provider must adhere to other ethical and legal frameworks within the scope of their practise i.e. child protection legislation, safeguarding of vulnerable adults and veil of privilege
- The provider must manage workload accordingly
- The provider must be able to recognise and respond to risk appropriately
- The provider must have the ability to respond to unexpected situations.

6. Communicate effectively

- The provider must ensure that communication with the client is clear and relevant to the nature of the service contracted for and delivered
- The provider must give clear timeframes for which they will respond to communication and respond within those timeframes, where reasonably practicable
- The provider must use interpersonal skills and appropriate forms of communication relevant to the client's needs
- The provider must ensure clients are given all necessary information
- The provider must be aware of communication and the impact this can have on a range of factors e.g. gender, age and culture
- The provider must be able to listen effectively
- The provider must support clients in giving honest feedback
- The provider must critically reflect on their practice and be aware of bias e.g. cognitive bias, unconscious bias etc.

7. Honest and trustworthy

- The provider must be on time for appointments or communicate problems as soon as they are known
- The provider must respect confidentiality unless it falls into one of the categories where confidentiality may be broken. These must be agreed with the client during the contracting stage. The International Authority for Professional Coaching & Mentoring list the following examples when confidentiality may be broken:
 - Where the client has disclosed significant harm to themselves or others
 - Any child protection concerns
 - Information received regarding terrorist activities
- The provider must deliver what they say they will deliver
- The provider must be open with the client when things go wrong
- The provider must be honest about qualifications, experience, capabilities and accreditations
- The provider must ensure decisions are justifiable
- The provider must be co-operative with the International Authority for Professional Coaching & Mentoring in any investigation about them
- The provider must notify the International Authority for Professional Coaching & Mentoring of any relevant convictions that would breach their ability to practice
- The provider must declare any conflicts of interest when they arise. This is defined as a provider who is involved in singular or multiple interests that could possibly motivate the decision making of a client, for whom the provider would gain a benefit.

8. Keep accurate records

- The provider must keep accurate records of their work
- The provider must ensure that records are kept securely and are compliant with any data legislations relevant to their country.

Declaration:

In accordance with the International Authority for Professional Coaching and Mentoring's accreditation procedure, I hereby confirm that my coaching and/or mentoring practice (for which I am accredited) is concordant with the Code of Professional Conduct. I understand that to retain my accreditation I am duty bound to uphold these standards. If evidence is found for non-compliance with these standards, I accept that my membership and accreditation with the International Authority for Professional Coaching and Mentoring will be terminated and I may be prevented from re-accrediting with the Authority.