



HPT Coaching: Terms and Conditions Factsheet

Whether you have previously worked with a coach or not, you need to consider the following points to ensure that this coaching experience really works for you.

Expectations

1. Your HPT Coach will provide you with coaching services to facilitate your achievement of specific mutually agreed goals through a series of regular conversations focused on building High Performance Teams.
2. Throughout the working relationship, your HPT Coach will engage you in direct, personal and sometimes challenging conversations. We ask that you bring an active, collaborative approach to the way that you work with your coach. Your HPT Coach's role is to act as a facilitator of change; your role is to put new insights into action. Therefore, you will get the most from the coaching process if you are committed to the process and ready to work at creating change. If you are open to it, your HPT Coach can provide feedback to you on areas that are supporting or impacting your effectiveness.
3. In order for you to gain maximum benefit from the coaching process, you are required to complete all actions agreed upon during the coaching session and prepare for each session by completing your HPT Update Tool. Your HPT Coach cannot guarantee results. You will create powerful results by having the courage and determination to take the steps needed to move forward.

Confidentiality and Code of Ethics

4. All information about the content of coaching conversations and any written notes will remain confidential*. (* Subject to legal and ethical limitations such as disclosure if you make specific threats to harm self or others or being required to disclose via subpoena in legal matter). Depending upon the agreement with the payee of the coaching service, your HPT Coach may report in broad terms on activity (ie., no. of sessions completed), but will not report on the specific details of the coaching sessions, unless you give your explicit permission.
5. Your HPT Coach will work within their relevant professional Code of Ethics (ie., International Coach Federation (ICF), Australian Psychological Society (APS), Australian Association of Social Workers (AASW) etc.) You can find these ethical guidelines via their websites (ie., <https://coachfederation.org/code-of-ethics>)

Session time commitment and cancellations

6. Session dates and times will be mutually arranged. It is important that you are on time for these sessions, whether they take place by phone or in person. **If for some reason you are unable to keep an appointment let your HPT Coach know as soon as possible and no later than 24 hours prior to the appointment. Appointments cancelled with less than 24 hours notice will still be charged at the regular fee.**

Questions or Concerns?

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