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## Conscious Living's Coaching Practice Charter

### Aim

I aim to provide high quality professional coaching serving the true needs and interests of my clients. I aim to build long-term relationships, supporting you in achieving your goals.

### My Values

Respect, Integrity, Honesty, Quality, Professionalism, Partnership, Accountability, Responsibility and Value.

### Guarantees

I will make every effort to supply the coaching hours contracted to high standards. I will share with you all my knowledge, skills, experience and expertise and recommend the services of other institutions or professionals where appropriate and when I deem necessary. These recommended services are offered without liability, obligation or redress to my company or myself.

### Courtesy

In all dealings I will maintain a high level of courtesy to clients and will endeavour to reply to all inquiries promptly.

### Fairness

I will seek to be fair in all aspects of my business relationship with clients.

### Confidentiality

I will at all times respect the confidentiality of clients and will not divulge any information unless required by law or permitted by client.

### Time allocation

At, all times, I will allocate and be available for the session times agreed in the contract and remuneration will be apportioned in all circumstances for this allocation. Should I make a mistake I will seek to remedy it to your satisfaction.

### Client Code-of-Conduct Document

In order to derive maximum benefit from the coaching sessions and partnership, please read and sign the following client code-of-conduct document prior to beginning the sessions.

- 1) *Always attend all meetings on time.*
- 2) *Always telephone at the agreed time.*
- 3) *Be willing to be challenged on any areas that I feel appropriate for your benefit.*
- 4) *Be willing to accept and work on constructive feedback.*
- 5) *Work in partnership with me at all times.*
- 6) *Be prepared to work on all areas of life with me as I am interested in your whole life to be fulfilling, not just some part.*
- 7) *Always be prepared for the coaching call – check what you have achieved against your tasks and list anything outstanding.*
- 8) *Be honest at all times. It does not serve you to do otherwise.*
- 9) *Arrange for payments to be made in advance of all coaching sessions.*
- 10) *Send any forms back fully completed and promptly.*
- 11) *Be prepared to step outside your 'comfort zone' into an 'achievement zone' with my support.*
- 12) *If you believe that you have received good service, please recommend life coaching to your friends.*

Signed:..... Dated:.....