

University of Manchester – Code of Ethics and Good Practice for those providing one to one Coaching Services.

This code of Coaching ethics has been adapted from the Code of Ethics and Good Practice of the Association for Coaching and should be considered a guiding framework within which Coaches approved by STDU carry out their practice.

1. Your experience should be appropriate to the needs of your Client. If you do not have the necessary or relevant skills, you should refer your Client to those who have, such as more experienced Coaches, Counsellors, Psychotherapists or others offering specialist services, within or outside of the University, such as Counselling Services, Occupational Health, the Client's GP or other appropriate services or agencies.

2. You are responsible for ensuring your Clients fully understand, before their first coaching session, the basis and conditions of the coaching contract you will work to, i.e:

- duration and frequency of coaching sessions;
- the confidentiality arrangements that will apply to the sessions, subject to the exception covered in point 3;
- administrative arrangements for the cancellation and re-scheduling of coaching sessions;
- the respective rights and responsibilities of Coach and Client within the coaching process – including but not limited to:-

The Client

- commitment to taking action as agreed between each scheduled coaching session, and preparing through reflection and thinking about desired changes and outcomes for each coaching session;
- willingness to give feedback to the Coach on the quality of support they receive;
- willingness to receive feedback from the Coach by way of observations on the Client's approach, thought processes and general behaviour;
- the right to terminate the coaching relationship at any point on a 'no questions asked' basis.

The Coach

- adoption of a non judgemental, I'm OK You're OK values stance towards the Client;
- the provision of open and honest feedback to the Client on matters relevant to the coaching relationship;
- willingness to receive feedback from the Client on the coach's approach, style and quality of support interventions;
- the right to raise with the Client issues around their commitment to action within the coaching process and to terminate the coaching relationship where they perceive the client is not sufficiently committed.

Jointly

- shared commitment to honesty within the coaching relationship and the need to periodically review how this is working and the quality of the coaching relationship

3. The contracting process should state that, if during coaching, evidence of illegal activity, contravention of University rules, procedures and codes of conduct or the potential for harm to the Client themselves or others is disclosed, the Coach may have to inform the appropriate authorities and so be unable to maintain complete client confidentiality.

4. You should be open about the methods you will be using before a contracting agreement is reached and from then on during the coaching process. You should also be willing to supply your Client with information about the coaching process if they ask for it.

5. You should make clear to the Client when you intend to discuss their anonymised issues as part of coaching supervision or development and seek explicit agreement from the Client to this course of action.

6. You should be sensitive to issues of culture, religion, gender, sexuality, disability, race and all other aspects of diversity within the coaching process.

7. You should maintain appropriate records of your work with Clients, ensuring that these are accurate and appropriately protected from disclosure to third parties. You must be particularly mindful of a Client's rights under relevant and current legislation, such as The Data Protection Act.

8. You are expected to regularly seek consultative support, and take advantage of coaching supervision opportunities to consider progress with particular coaching Clients on an anonymous basis.

9. You must always act in a manner that does not bring coaching practice in the University into disrepute, or reflect inappropriately on the reputation of STDU for whom you are contributing to the University's development of coaching as a development intervention.