

**ICF**

**Professional  
Coaches**

# ICF Etikos standartai ir koučingo partnerystės

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Professional  
Coaches

# ICF CORE Values

- **Professionalism**

We commit to a coaching mindset and professional quality that encompasses responsibility, respect, integrity, competence and excellence.

- **Collaboration**

We commit to develop social connection and community building.

- **Humanity**

We commit to being humane, kind, compassionate and respectful toward others.

- **Equity**

We commit to use a coaching mindset to explore and understand the needs of others so we can practice equitable processes at all times that create equality for all.

- **Ar pasirašinėjate sutartis su savo klientais? Ar turite susikūrę savo sutarties šabloną?**



# ICF Etikos kodeksas

## **ICF etikos kodeksą sudaro penkios (5) pagrindinės dalys:**

1. Įvadas
2. Pagrindiniai apibrėžimai
3. ICF pagrindinės vertybės ir etiniai principai
4. Etikos standartai:
  - I skyrius. Atsakomybė klientams: 1-13 standartas
  - II skyrius. Atsakomybė už praktiką ir veiklos rezultatus: 14-19 standartai
  - III skyrius. Atsakomybė už profesionalumą: 20-24 standartas
  - IV skyrius. Atsakomybė visuomenei: 25-28 standartas
5. Įsipareigojimai.



# I skyrius. Atsakomybė klientams: 1-13 standartai

- **Apie koučingą:**
  - 1 standartas
- **Vaidmenys, atsakomybės, teisės:**
  - 2,10,13 standartai
- **Konfidencialumas ir komunikacija:**
  - 3,4,5,7 standartai
- **Apmokėjimas, sutarčių sudarymas ir atšaukimo politika:**
  - 1,8,9,12,13 standartai



# I skyrius. Atsakomybė klientams: 1-13 standartai

- **Apie koučingą – 1 standartas:**

**Explain and ensure** that, prior to or at the initial meeting, my coaching Client(s) and Sponsor(s) understand the nature and potential value of coaching, the nature and limits of confidentiality, financial arrangements, and any other terms of the coaching agreement.



# I skyrius. Atsakomybė klientams: 1-13 standartai

Vaidmenys, atsakomybės ir teisės: 2, 10 ir 13 standartai

Standard 2:

- Create an agreement / contract regarding **the roles, responsibilities and rights of all parties involved** with my Client(s) and Sponsor(s) prior to the commencement of services.

Standard 10:

- **Am sensitive** to the implications of having **multiple contracts** and relationships with the same Client(s) and Sponsor(s) at the same time in order to avoid conflict of interest situations.

Standard 13:

- **Assure consistent quality** of coaching regardless of the amount or form of agreed compensation in any relationship.



# I skyrius. Atsakomybė klientams: 1-13 standartai

## Konfidencialumas ir komunikacija: 3, 4, 5 ir 7 standartai

- Standard 3:

Maintain the strictest levels of confidentiality with all parties as agreed upon. I am aware of and agree to comply with all applicable laws that pertain to personal data and communications.

- Standard 4:

Have a clear understanding about how information is exchanged among all parties involved during all coaching interactions.

- Standard 5:

Have a clear understanding with both Clients and Sponsors or interested parties about the conditions under which information will not be kept confidential (e.g., illegal activity, if required by law, pursuant to valid court order or subpoena; imminent or likely risk of danger to self or others; etc.). Where I reasonably believe one of the above circumstances is applicable, I may need to inform appropriate authorities.

# I skyrius. Atsakomybė klientams: 1-13 standartai

- Standard 7:

**Maintain, store and dispose** of any records, including electronic files and communications, created during my professional interactions **in a manner that promotes confidentiality, security and privacy, and complies with any applicable laws and agreements.** Furthermore, I see to make proper use of emerging and growing technological developments that are being used in coaching services (technology-assisted coaching services) and to be aware of how various ethical standards apply to them.

# I skyrius. Atsakomybė klientams: 1-13 standartai

## Apmokėjimas, sutarčių sudarymas ir atšaukimo politika: 8, 9 ir 12 standartai

- Standard 8:

**Remain alert to indications** that there might be a shift in the value received from the coaching relationship. If so, make a change in the relationship or encourage the Client(s) / Sponsor(s) **to seek another coach**, seek another professional or use a different resource.

- Standard 9:

**Respect all parties' right to terminate the coaching relationship** at any point for any reason during the coaching process subject to the provisions of the agreement.

- Standard 12:

**Disclose** to my Clients the potential receipt of compensation and other benefits I may receive for **referring** my Clients to third parties.

- **Kokie pagrindiniai punktai turėtų būti sutartyje su klientu ir rėmėju?**



- 1. Kokie šio kontrakto privalumai? Kokie trūkumai?**
- 2. Kokie ICF Etikos kodekso standartai buvo panaudoti, o kurie pamiršti?**



# Example of contract

[Logo]

Name  
Address  
Organr  
place

Oslo, 7th

June 2010

## **AGREEMENT ON INDIVIDUAL COACHING**

"Company name", by "manager's name" and 2coach

Thank you for the assignment of individual coaching by "name of the person to be coached"

This agreement contains what "Company name"'s services entail: initial conversations, coaching conversations, costs and duration.

### **Initial conversations**

The initial conversations will take place as early as possible in the process and cover the following points:

- Clarification of expectations and structure for the process
- Review of any personality assessments or other evaluation material that the participants have
- Review of questions to prepare for the first conversation
- Structure for evaluation of results and goal concretization

### **Coaching conversations**

The first conversation should be in a face-to-face meeting. After that, the conversations can either be in person or over the phone. In addition, participants can get in touch either by phone or email for shorter feedback outside of the scheduled conversations.

### **Costs and duration**

2coach's fee is per hour NOK x.xxx, + VAT. An invoice will be sent in your name.

Coach Knut Knudsen, Mobile phone: .  
E-mail: Web:



**The fee includes:**

- 10 conversations incl. longer initial call, with the possibility to extend further.
- Opportunity to contact me between meetings by phone or e-mail for shorter conversations/feedback.
- Final evaluation

The conversations will be initiated as soon as possible, and the duration depends on which intervals the participant chooses - every week or every 2 weeks - it may vary in periods.

Coaching is a confidential partner relationship between Company X by the individual participant and the Coach. There will be no reporting to the company's management or its board of directors about the progress of the process or other matters related to the process.

In addition to this agreement, a personal contract is written with the participant. I am enclosing this so that you can see its contents. It's important for me to have the ethical and confidential aspects in place. And of course, the most important thing of all is that the Coachees achieve their goals and get the most out of the process.

I am a member of the International Coach Federation and am thus obliged to follow its ethical and professional rules.

You can read more about this here; <http://www.icfnorge.no>

See also the International Coach Federation <http://www.coachfederation.org>

The parties agree on the points of the agreement:

"Company name" by manager's name"

Date

Date



- **Koks yra vienas dalykas, kurį norėtumėte pakeisti savo kontrakte/sutartyje?**





# II skyrius. Atsakomybė už praktiką ir veiklos rezultatus: 14-19 standartai

14. **Adhere to the ICF Code of Ethics in all my interactions.** When I become aware of a possible breach of the Code by myself or I recognize unethical behavior in another ICF Professional, I respectfully raise the matter with those involved. If this does not resolve the matter, I refer to a formal authority (e.g., ICF Staff) for resolution.
15. **Require adherence** to the ICF Code of Ethics by all Support Personnel.
16. **Commit to excellence** through continued personal, professional and ethical development.



# II skyrius. Atsakomybė už praktiką ir veiklos rezultatus: 14-19 standartai

17. **Recognize my personal limitations or circumstances that may impair, conflict with or interfere with my coaching performance or my professional coaching relationships.** I will reach out for support to determine the action to be taken and, if necessary, promptly seek relevant professional guidance. This may include suspending or terminating my coaching relationship(s).

18. **Resolve any conflict of interest or potential conflict of interest** by working through the issue with relevant parties, seeking professional assistance, or suspending temporarily or ending the professional relationship.

19. **Maintain the privacy of ICF Members** and use the ICF Member contact information (email addresses, telephone numbers, and so on) only as authorized by ICF or the ICF Member.



# III skyrius. Atsakomybė už profesionalumą: 20-24 standartai

20. **Identify accurately** my coaching qualifications, my level of coaching competency, expertise, experience, training, certifications and ICF Credentials.
21. **Make verbal and written statements** that are true and accurate about what I offer as an ICF Professional, what is offered by ICF, the coaching profession and the potential value of coaching.
22. **Communicate and create awareness** with those who need to be informed of the ethical responsibilities established by this Code.
23. **Hold responsibility for being aware** of and setting clear, appropriate and culturally sensitive boundaries that govern interactions, physical or otherwise.
24. **Do not participate in any sexual or romantic engagement with Client(s) or Sponsor(s)**. I will be ever mindful of the level of intimacy appropriate for the relationship. I take the appropriate action to address the issue or cancel the engagement.



# IV skyrius. Atsakomybė visuomenei: 25-28 standartai

25. **Avoid discrimination** by maintaining fairness and equality in all activities and operations, while respecting local rules and cultural practices. This includes, but is not limited to, discrimination on the basis of age, race, gender expression, ethnicity, sexual orientation, religion, national origin, disability or military status.
26. **Recognize and honor the contributions and intellectual property of others**, only claiming ownership of my own material. I understand that a breach of this standard may subject me to legal remedy by a third party.
27. **Am honest and work within recognized scientific standards**, applicable subject guidelines and boundaries of my competence when conducting and reporting research.
28. **Am aware of my and my clients' impact on society**. I adhere to the philosophy of “doing good” versus “avoiding bad.”



# AGREEMENT DETAILS

Initial Term: [REDACTED]

Start Date: [REDACTED]

Fee: [REDACTED]

Session duration: [REDACTED]

Conducted via: [REDACTED]

Frequency of sessions: [REDACTED]

I, the client, *(Please tick)*

Will meet [REDACTED] at the mutually agreed upon scheduled time.

Will give at least 24 hours notice if there is a need to cancel/reschedule the appointment.

If I want to terminate sessions, I agree on one concluding session to 'wrap up' the program together.

Client details *(Please complete)*

Name: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

Country of residence: \_\_\_\_\_

Address *(optional)*: \_\_\_\_\_

# TERMS & CONDITIONS

## AS A COACH I AGREE TO:

1. Ensure that all confidential information shared within our sessions is held as confidential\*. \*Except where the client provides written consent, or as required by law.
2. Agree to maintain the ethics and standards of behaviour set by the International Coach Federation (ICF). [www.coachfederation.org/ethics](http://www.coachfederation.org/ethics)

## AS A COACHEE I AGREE TO

1. To bring your full and true self to sessions.
2. To communicate honestly, be open to feedback and assistance and create the time and energy to participate fully in the program. You understand and agree that you are fully responsible for your physical, mental and emotional well-being during coaching sessions, including your choices and decisions.

3. That "coaching" is a Professional Client relationship you have with your coach designed to facilitate the creation/ development of personal, professional or business goals and develop and carry out a strategy/plan for achieving those goals.

4. That coaching is a comprehensive process that may involve all areas of your life, including work, finances, health, relationships, education and recreation. You acknowledge that deciding how to handle these issues, incorporate coaching into those areas, and implement your choices is exclusively your responsibility.

5. That the Coach shall not be liable or responsible for any action or inaction, or for any direct or indirect result of the professional coaching services provided by the Coach.

6. That coaching is not to be used as a substitute for professional advice by legal, medical, financial, business, spiritual or other qualified professionals. You will seek independent professional guidance for legal, medical, financial, business, spiritual or other matters. You understand that all decisions in these areas are exclusively mine, and you acknowledge that your decisions and your actions regarding them are your sole responsibility.

7. That coaching does not involve the diagnosis or treatment of mental disorders (including as defined by the American Psychiatric Association). You understand that coaching

is not a substitute for medical care, counselling, psychotherapy, psychoanalysis, mental health care or substance abuse treatment and you will not use it in place of any form of diagnosis, treatment or therapy.

8. That coaching is not therapy, nor is it a substitute for therapy. Coaching does not prevent, cure nor should it be deemed treatment for any mental disorder or medical disease. If the Client is that coaching is not therapy, nor is it a substitute for therapy. Coaching does not prevent, cure nor should it be deemed treatment for any mental disorder or medical disease.

currently in therapy or otherwise under the care of a mental health professional, that you have consulted with the mental health care provider regarding the advisability of working with a coach and that this person is aware of your decision to proceed with the coaching relationship.

9. That certain topics may be anonymously and hypothetically shared with other coaching professionals for training OR consultation purposes.

### SERVICE DESCRIPTION

10. Coach and client agree to engage in coaching program schedule & procedure outlined in the previous page. The Coach may also be available for additional time, per Client's request on a rate to be mutually agreed upon in each instance (for example, reviewing documents, reading or writing reports, engaging in other Client related services outside of coaching hours).

### LIMIT ON LIABILITY

11. Except as expressly provided in this Agreement, the Coach makes no guarantees, representations or warranties of any kind or nature, express or implied with respect to the coaching services negotiated, agreed upon and/or rendered. In no event shall the Coach be liable to the Client for any indirect, consequential or special damages nor shall the Coach be liable to the Client in respect of any choice, decision, action, or inaction, taken by the Client in connection to or reliance the services, advice, or recommendations provided by the Coach, this Agreement, or any sessions. Notwithstanding any damages that the Client may incur, the Coach's maximum liability under this Agreement, and the Client's exclusive remedy, shall be limited to the amount actually paid by the Client to the Coach under this Agreement for all coaching services rendered through and including the termination date.

### TERMINATION

12. Either the Client or the Coach may terminate this Agreement at any time with 2 weeks of written notice. Client agrees to compensate the Coach for all coaching services rendered through and including the effective date of termination of the coaching relationship.



# TERMS & CONDITIONS

## DISPUTE RESOLUTION

13. If a dispute arises both parties, the other party must be notified of the complaint or dispute. The Client and Coach agree to attempt to mediate in good faith for up to 30 days after the notice is given

## MISCELLANEOUS

14. If any provision of this Agreement shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable.

15. The failure of either party to enforce any provision of this Agreement shall not be construed as a waiver or limitation of that party's right to subsequently enforce such provision of this Agreement.

16. This Agreement shall be governed and construed in accordance with the laws of the State of Victoria, Australia without giving effect to any conflicts of laws provisions. 17. This Agreement shall be binding upon the parties of this Agreement and their successors and assigns. 18. This document reflects the entire agreement between the Coach and the Client and reflects a complete understanding of the parties with respect to the subject matter. This Agreement supersedes all prior written and oral representations. The Agreement may not be amended, altered or supplemented except in writing signed by both the Coach and the Client.

## USE OF INFORMATION

### \*THIS SECTION IS CLIENT'S CHOICE

#### Release of Information:

1. The Coach engages in training and continuing education pursuing and/or maintaining ICF (International Coach Federation) Credentials. That process requires the names and contact information of all Clients for possible verification by the ICF. By signing this agreement, you agree to have only your name, contact information and start and end dates of coaching shared with ICF staff members and/or other parties involved in this process for the sole purpose of verifying the coaching relationship, no personal notes will be shared.

#### Record Retention Policy:

2. The Client acknowledges that the Coach has disclosed his/her record retention policy with respect to documents, information and data acquired or shared during the term of the Coach/Client relationship. Such records will be maintained by the Coach in a format of the Coach's choice (print or digital/electronic) for a period of not less than 2 years

CLIENT AGREES  
(please tick and sign)

Please complete, sign and return

I, the client, \_\_\_\_\_ agree to this partnership and I agree to the terms and conditions outlined.

Signed \_\_\_\_\_

Date: \_\_\_\_\_

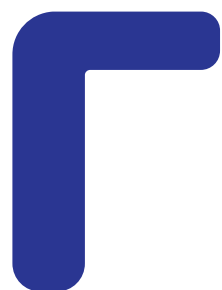
I, \_\_\_\_\_ agree to this partnership and I agree to the terms and conditions outlined.

Signed \_\_\_\_\_

Date: \_\_\_\_\_

With gratitude,





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