



Terms of Service	
Confidentiality	Our relationship is fully confidential. If during our conversations you divulge anything that causes me to become concerned for your safety or the safety of others will inform you. I may also share anonymised client case studies with my supervisor to ensure the quality of my work remains within ethical guidelines.
Rapport	Good rapport between client and coach is the foundation of a productive working relationship. It is your responsibility to be as honest and open as you can and for me to create the space for you to do so.
Explore	I will seek to understand and clarify how things are from your perspective, what values are key to motivation, meaning and purpose in your life and align your goals and actions with this reality. Your current reality and desired future state will be our key focus. Coaching interventions will be offered through informed consent. I will offer you challenge to open your perspective to other ways of seeing and being. You need to be prepared to step out of your comfort zone.
Actions	The actions you commit to and carry out between sessions will be what makes the real difference between remaining stuck or moving toward your goals. Goals will change and adapt as you grow through the coaching process as will the coaching approaches and techniques called upon to meet your needs. If we meet resistance, or procrastination I will act to adapt the approaches or redefine goals and prompt you realign commitment.
Trial and error	Development does not take place in a straight line. We may need to test out approaches. You will use trial and error to some extent in the journey toward change and transformation.
Evaluation	Giving and receiving feedback is a key part of learning for both the coach and the client. I will ask for your commitment to provide feedback, both formal and informal, to keep us on track.



CHARMAINE ROCHE
LifeFlowBalance
Coaching & Consulting

The coaching relationship is a partnership – **an equal relationship** -- allowing you room to move and remain **accountable** so that you can be the kind of person that you want to be, in relation to work and/or your personal life.

My Role is:

- To clarify and encourage you to set the goals that you really want
- To ask you to do more than you have probably done on your own
- To help you to focus better so producing results more quickly
- To provide you with the tools, support and structure to accomplish more

I will closely monitor the lines between coaching, counselling and therapy: Coaching is not counselling or therapy, however, coaches do use techniques derived from clinical psychology and therapeutic approaches. I will share with you any such approaches I offer and gain your informed consent for their application.

Coaching is primarily present and future focussed: Where we need to explore the impact of past events or current relationships I will take a systemic coaching approach or use coaching applications based on Transactional Analysis. I have a supervisor who ensures my professional practice remains in line with professional standards.

Sponsorship: Where your coaching is being paid for by an employer or parent they will be involved in the contracting process. They will inform the goal setting process and we will collectively agree how much is shared during the coaching engagement.

Fees and payment: will be in line with the package you contract into. You will receive an invoice and payment will be in advance of sessions. Where payment by instalments is agreed payments will be scheduled so that you are never in arrears. Receipts are provided on request.

Cancellations & appointment changes: Scheduled coaching sessions ought to be a priority. On the rare occasion when you need to reschedule, please let me know at least **48 hours in advance**. If you have an emergency let me know as soon as you can. **If you miss a session without fair notice you will lose that session.**

Your data

We collect your data in accordance with the law and our ethical responsibilities related to the provision of the service you have contracted from us. We keep all your data in secure and encrypted platforms or on external servers sited overseas that are protected by the EU-US Privacy Shield. We never share your data with third parties. We keep your data only for as long as legally required to comply with our insurers. You can request a copy of your notes and data file at



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any time. You can unsubscribe from any email list that you have given your consent to join at any time.

Complaints

If you feel that our services fall below a standard with which you are happy we would like you to approach us first and we will do everything in our power to address your concerns. If we are unable to resolve your complaint you can approach The Association for Coaching to make a formal complaint. You can find the complaints procedure on my website.

Code of Ethics

Our commitment is to practice to the highest professional standards and so abide by and regularly review our work against the Global Code of ethics signed up to by my professional association. You can find the code on my website.

Website and email address:

www.lifeflowbalance.co.uk

charmaine@lifeflowbalance.co.