Contact to Contract to Coaching

Introduction

This document acts as a guide for individuals and organisations new to coaching and explains the flow from initial contact to coaching.

Contact

Contact has been made between us and/or our organisations. You or your organisation are interested in finding out more about coaching, what we offer or how it works. A meeting – face to face or online – is set up.

First Meeting

We aim to cover the following at this meeting.

Our backgrounds as coaches and business people	Your area of business and organisational background
How coaching works and the types of coaching we typically provide	What you and/or your organisation are trying to address
Benefits of coaching	The number and levels of people you are thinking of having coached
What coaching isn't	Timescales
Confidentiality and Ethics	Constraints
Profiling	Budgets
References	Anything else you consider relevant

At the end of this meeting, we all should have a good understanding of each other. There may be further calls/meetings before moving forwards.

Contracting

We send our standard blank contract to you and we include information on:

- Fees & payment terms
- Suggested profiling tools and any associated fees
- Availability of coach(es) and suggested frequency and number of sessions

If your organisation has a standard supplier contract you prefer to use, then we will ask for a copy. We may need to discuss perhaps some changes but it is extremely rare that we cannot work with an organisation's standard contract in some way or form.

Assuming both sides can agree on the contract and all relevant terms we can sign and more forward.

Getting Ready

This is an information gathering time for us.

For each person to be coached we will supply two documents:

- Client Profile (for the client to be coached to fill in and return)
- Welcome to Coaching which helps the individual client within an organisation understand how we work and what the process is.

Two other areas need to be addressed:

- Where our customer is an organisation, we will set up reporting lines to the HR department or other designated individual. In conjunction with the organisation and the person to be coached, we set the objectives of the coaching and discuss the requirements of confidentiality.
- Initial profiling exercises to be completed before coaching starts. This might include a 360, Thomas PPA or another tool to help the client.

Once these are back with us, we can start the ball rolling on the coaching programme.

First Session

This will normally include more detailed introductions, information on how we work in session, what to expect and then going through with the client the various profiling exercises that have been completed. The first session tends to set the scene and lay the groundwork for the programme.

It can also generate between session work for the client. As part of this first session, the client commits to completing whatever actions they have agreed to do between sessions. The client should also think about taking notes and reviewing them later.

We will ask for written feedback between sessions. This is important as it helps us understand what is working for the client and what is not. We can then adjust how we work to make things better.

Finally, remember that coaching is all about you and for you. If the first session doesn't work for you then please talk with us so that we can make it work for you and so that you can work towards your goals.

-----oOo-----