

EXECUTIVE COACHING & TRAINING STANDARDS

PROGRESS



Code of Conduct - All Progress-U coaches are committed to this code:

- Punctuality, including sufficient time for unexpected challenges (e.g. technology)
- Appropriate dress code - depending on location, coachee, etc
- No discrimination towards coachees, delegates or 3rd parties based on gender, religion, nationality, etc.
- Sensitivity towards religion, politics and sex
- To act professionally at all times

Confidentiality

- No communication about coaching/training sessions to third parties (e.g. stakeholders) unless approved by coachee/trainees
- In case of written coaching reports for stakeholders: will be sent only after express approval by coachee
- Oral reporting on coaching sessions requires the presence of the coachee unless the coachee expressively gave approval to discuss contents about the coaching without her/his presence

Reporting - For Coaching only

Progress Report - Progress-U offers its clients a mid-assignment coaching progress meeting including the coachee and other relevant stakeholders, subject to agreement with the client

Completion Report - Progress-U offers its clients a end-assignment coaching review meeting including the coachee and other relevant stakeholders, subject to agreement with the client

Preparation - For Coaching only

Pre-Coaching Questionnaire - Coach provides before first coaching session a preparation sheet to coachee which the coachee is requested to fill and send to the coach before each coaching session.

Pre-Coaching Assessment - Typically, Harrison Assessment will be used to help both the coachee and coach to gain a deeper understanding of potentially underlying dynamics which in return makes the coaching process more efficient and effective. If the client uses other personality assessment tools already, then such tools may be used instead provided that the report is not more than 1 year old.

Progress-U offers to conduct interviews with other stakeholders such as peers, subordinates, superiors at the outset and during the course of the assignment to ensure an unbiased understanding of the situation and to engage the environment of the coachee in the coaching process. (This is optional but in most cases highly recommended)

Quality Assurance - For Coaching only

Supervision - All Progress-U Coaches are encouraged to receive at least 2 hours per month of supervision coaching from another professional coach. It is a requirement for coaches of Progress-U's 'Core Team'.

Credentials - Members of Progress-U's Core Team are committed to go for WABC (Worldwide Association of Business Coaches) and/or ICF (International Coach Federation) credentialing. If not already WABC or ICF certified, then they are committed to achieve ACC or RCC certification within one year, PCC or CBC certification within 3 years of starting to work with Progress-U.

Evaluation & Transcripts - For Training only

Evaluation Report - Progress-U conducts at the end of each training / workshop session a training evaluation. The summary report will be sent to the client within one week from the last day of the session

Transcript (for Workshops only) - Progress-U offers its clients a workshop transcript within one week from the last day of the workshop.

IMPORTANT NOTE

The above represent our threshold requirements. Most of our coaches/trainers exceed these standards.