



## Confidentiality

### What

Confidentiality is of utmost importance in any coach-client relationship. The International Coach Federation Code of Ethics\* states:

*As a coach, I maintain the strictest levels of confidentiality with all client and sponsor information unless release is required by law.*

*As a coach, I have a clear agreement when acting as a coach, coach mentor, coaching supervisor or trainer, with both client and sponsor, student, mentee, or supervisee about the conditions under which confidentiality may not be maintained (e.g., illegal activity, pursuant to valid court order or subpoena; imminent or likely risk of danger to self or to others; etc) and make sure both client and sponsor, student, mentee, or supervisee voluntarily and knowingly agree in writing to that limit of confidentiality. Where I reasonably believe that because one of the above circumstances is applicable, I may need to inform appropriate authorities.*

*As a coach, I maintain, store and dispose of any records, including electronic files and communications, created during my coaching engagements in a manner that promotes confidentiality, security, and privacy and complies with any applicable laws and agreements.*

Maintaining confidentiality applies whether the client is paying for services or if the coach is providing complementary coaching. It also applies when coaching with colleagues or when bartering coaching services. In addition, confidentiality also applies when practicing in class, during a Power Hour, in Coaching Pods, or additional practice times that the coach schedules on their own. Lastly, expectations of confidentiality apply with sponsors and/or guardians as well. In essence, there are no circumstances where a coach would not uphold confidentiality when they are serving in the capacity of a coach.

### How

It is highly recommended that coaches have a written agreement with each client in advance where all parties involved sign to the terms. Sample coaching agreements can be found on the materials page under the "Build Your Life's Work Self-Study."

In addition to a written agreement, it is important to Design an Alliance with each client around confidentiality explaining how confidentiality is maintained and the circumstances in which it may be broken. As the ICF indicates above, release by law varies by location and it is the coach's responsibility to be aware of their local laws.

When recording coach-client sessions for the purpose of Overview submissions or use in a Group Mentor Class (GMC), it is critical that the client and any sponsor and/or guardian is aware and gives permission to be recorded each time and is aware and gives permission for that recording to be shared with the coach's Assessor or in a GMC in advance. The Assessor and any peer coaches in GMC are expected to maintain the same level of confidentiality as any coach would.

If a coach is hired by an organization to provide coaching services, whether as an employee or under contract, the coach must receive permission from the organization in advance to record sessions and share them with an Assessor or in a GMC.

## **Confidentiality In Class**

Because the CTEDU experience includes in-class practice, it is important to detail expectations around confidentiality as they relate specifically to the virtual classroom experience.

- Coaches are not to share any personal experience of another coach with anyone beyond the coaches-in-training within that specific class. In short, what is shared in class, stays in class.
- When coaches are in breakout rooms, coaches are not to share any personal experience of another coach in their breakout room beyond that room, including with other coaches in that specific class. In short, what is shared in breakout rooms, stays in the breakout rooms.
- If there is a concern, the coach is expected to go directly to the trainer, not a peer coach.
- The class YouTube playlist and individual recordings on the playlist are for training purposes only. These links are not to be shared with anyone outside of those coaches formally enrolled in that specific class.
- To maintain confidentiality of clients, recordings of Group Mentor Classes are no longer made available to the class. To receive access to the recording of the class in which a coach received feedback on their own coaching, that coach should email [brittanyalsman@coachtrainingedu.com](mailto:brittanyalsman@coachtrainingedu.com). When the coach receives access to the recording, it is not to be shared with anyone else.

If there are any questions about this policy or how to maintain confidentiality, please don't hesitate to reach out to [support@coachtrainingedu.com](mailto:support@coachtrainingedu.com). We are here to support in any way we can.

\*For more information on the ICF Code of Ethics, visit <https://coachfederation.org/icf-ethics>