

Are you “**Reid Ready**” for success?

## CODE OF CONDUCT

RRLC coaches and trainers acknowledge and agree to honor their ethical obligations to you, our peers, and society. RRLC coaches pledge to comply with the coaching industry's generally accepted Standards of Ethical Conduct to treat people with dignity as independent and equal human beings, and to model these standards throughout our coaching relationship, and thereafter. We recognize and pledge to abide by ethical standards of practice instituted by independent governing bodies, regulatory agencies, and credentialing institutions, even if we are not a member of these organizations.

### General Professional Conduct

Your Reid Ready Coach or Reid Ready Trainer or Reid Ready Trainer will do their best to conduct themselves in a way that demonstrates coaching as a professional industry, and your Reid Ready Coach or Reid Ready Trainer or Reid Ready Trainer will avoid harmful behavior the negatively influences the public's understanding or acceptance of the coaching practice.

All professional and client-based agreements will be professionally honored, and your Reid Ready Coach or Reid Ready Trainer or Reid Ready Trainer will develop and implement concise and easy to understand agreements with clients that include confidentiality, progress reports—if applicable, and other necessary documents to benefit our relationship with you.

- Your Reid Ready Coach or Reid Ready Trainer will respect and give credit to the efforts, research, and work of others, where applicable.
- Your Reid Ready Coach or Reid Ready Trainer will not misrepresent work or duties. • Your Reid Ready Coach or Reid Ready Trainer will identify his/her level of competence and accurately communicate my qualifications, expertise or experience as a coach.
- Your Reid Ready Coach or Reid Ready Trainer will ensure that clients understand the function and purpose of coaching and clearly communicate the coaching terms of our relationship. • Your Reid Ready Coach or Reid Ready Trainer will not mislead clients with the intention of fraudulently communicating or guaranteeing any results his/her clients will have. your Reid Ready Coach or Reid Ready Trainer will accurately explain to his/her clients that results are dependent on various components and efforts, and not necessarily a sole or direct reflection of the coach or trainer specific skills.
- Your Reid Ready Coach or Reid Ready Trainer will communicate with his/her client when the coach or trainer recognizes that a client is no longer benefiting from a coaching session and will refer the client to another coach or expert if necessary. Your Reid Ready Coach or Reid Ready Trainer will always encourage clients to do what is in the best interest of the client, even when that means ending a coaching relationship.

### Confidentiality/Privacy

Your Reid Ready Coach or Trainer will protect the privacy and confidentiality of each client's information and session discussions, except as otherwise authorized by clients, or as required by local and federal laws. Reid Ready Coaches or Reid Ready Trainers will provide clients a verbal and/or written policy regarding the limitations of confidentiality.

Your Reid Ready Coach or Reid Ready Trainer will obtain each client's written consent before releasing or sharing his or her name as a client, as a reference, or any other identifying information, to third parties, unless otherwise subject to Terms of Service.

## Coaching Specific Code of Conduct

### Conflicts of Interest for Coaches

Your Reid Ready Coach will make every effort to refrain from conflicts of interests. Your coach will openly disclose and discuss with each client if conflicts of interest arise or manifest in full. The coach and client will determine together how to deal with any conflict of interest, and we will work towards doing what is in the best interest of each client.

### What to expect from a coaching session?

Coaching is not psychotherapy or clinical counseling. In your coaching session, your coach will not pick apart your past, or make you divulge family secrets. You are not psychoanalyzed, and you will not be diagnosed with a mental illness. Every client is seen as capable of achieving their goals. But, like all humans, life can throw you off balance. You are coming to RRLC because you might be stuck, unmotivated, or have lost confidence in yourself or others. Therefore, RRLC Coaches are here to redirect you back to what is most beneficial and important to you.

In each meeting, you choose the focus and direction of the discussion. Your coach will intently listen, contribute their expert observations, and make necessary inquiries. Each session will focus on where you are currently and what you are willing to do to progress to where you envision your next level to be. Both you and your coach understand that results are based solely on your intentions, choices, and actions. However, your coach will support you during the entire process.

### What to expect from your coach?

- Your coach will not psychoanalyze you.
- Your coach will view you as a healthy functioning adult.
- Your coach is committed to your success and believes that you can find suitable answers on how to improve your life.
- Your coach will challenge you and compassionately push you out of your comfort zone to open your mind up to new experiences.
- Your coach will discover, clarify, and align with what you desire to achieve
- Your coach will work with you to develop and generate your own solutions and strategies •
- Your coach will not judge you or your choices.
- Your coach will provide an open, honest, and caring environment so that you can freely and safely explore options, ideas and thoughts.
- Your coach will give 100% of their attention to you during your sessions.
- Your coach will encourage you to be accountable, responsible and actionable. •
- Your responsibilities during and after your coaching session
- You will be ready and willing to take responsibility for your thoughts, decisions, and behavior. •
- You will make up your own mind and follow your own intuition. You will generate your own solutions.

- You will do the work required to make the changes you desire to manifest.
  - You will be prepared for each session and complete any assignments as required. •
- Bring an open mind, open heart and flexible energy to each session.
- You will show up for our meetings on time and be ready to work.
  - You will contact your coach at least 24-hrs if you need to reschedule a session. •
- You will challenge your own way of thinking and belief system.
- Be prepared and open to uncovering and discovering your untapped talents and resources. •
- You will follow up with your coach on your goals and achievements.
- Give your coach feedback on what is working, and what is not working for you.

### **Website & Training Platform**

All Site Members, Users, Administrators, and individuals who subscribe or access RRLC's website (Users) must adhere to appropriate and reasonable Codes of Conduct. The following are expected and will be adhered to by all parties on RRLC's website or Training Platform. Failure to adhere by our Code of Conduct is grounds for terminating all or partial access to or use of RRLC's website or Training Platform, and immediate discontinuation of services, training, benefits and privileges, and or termination of agreements and resolution of relationships with RRLC herewith:

- Treat all Users with respect, tolerance and dignity, regardless of sexual orientation, gender, age, religion, race/ethnicity, nationality or other social identity.
- Users will not intentionally discriminate, use racial slurs or derogatory remarks, comments, images, and or videos that disparage or defame the social identity or beliefs of others, or that can be reasonably considered offensive to other Users.
- Users should not share or provide illegal activities on or through RRLC's website or Training Platform.
- Users will avoid conflicts of interest.
- Users will not share the personal information of other Users and will adhere to our Privacy Policy.
- Users will not manipulate data or try to access unauthorized pages.

RRLC-C04-v2  
Effective: 08/16/2018