Organisational Coaching

We are Organisational Coaches who believe that coaching inspires the leadership and learning culture in organisations. We coach leaders, teams and organisations and we develop skills in others to do this without us. We have the audacious gumption and courage to create coaching cultures throughout organisations. Together we make the difference.

Statement on Ethics, Integrity, Transparency, Marketing

Organisational Coaching is an ICF Accredited provider that adheres to and affirms the International Coaching Federation Code of Ethics. The ICF Code of ethics describes the ICF core values, ethical principles, and standards of behaviour for all ICF professionals. You can read more about the ICF Code of Ethics here.

Organisational Coaching commits to acting with integrity and transparency. We strive to be open, transparent, responsible and fair and we communicate these values to our customers. We hold ourselves and our participants to the highest level of integrity and transparency.

Organisational Coaching will act ethically in all stages of the sales and marketing process, working to provide fair and equitable pricing for our programmes to ensure access and quality of coaching education.

Statement on Diversity, Ethics, Inclusion and Justice (DEIJ).

The ICF Global Board of Directors approved the ICF Statement of Diversity, Inclusion, Belonging and Justice in July 2020. As an ICF member, we ascribe to the core values of integrity, excellence, collaboration and respect. The foundation of these values is a shared commitment to diversity, inclusion, belonging and justice.

Statement on Discrimination and Disability

Organisational Coaching is driven by the core belief that “together we make the difference”. Organisational Coaching welcomes the participation of all individuals in our programmes.

We see all individuals, teams and organisations within a wider system of relationships, aspirations and risks. Our approach therefore is to support our clients to find their full value within that wider system and to take action to realise that value for themselves and the benefit of others.

Organisational Coaching does not discriminate against any individual with regard to race, age, religion, colour, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status, at any time during;

- Any stage of our relationship and learning journey with our students and participants.
- Any stage of the recruitment, hiring and employment of personnel.
- Any stage of the collaborative relationship with external coaches and associates.

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Organisational Coaching does not and will not tolerate conduct by any employee, student, participant, volunteer, external coach, associate, contractor, visitor, or vendor which unreasonably interferes with an individual's ability to learn in a welcoming environment.

Anyone wishing to report discrimination is encouraged to follow the Grievance policy outlined upon which there will be a prompt investigation of all claims and reports of inappropriate conduct.

Individuals with disabilities are welcomed by Organisational Coaching and we are committed to providing disabled individuals access to reasonable accommodations in compliance with all local, state/territory, and federal laws. Individuals with questions about this policy, or who wish to request accommodation should contact (Kathryn Woodeson).

Complaint and Grievance Policy

Organisational Coaching seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, or faculty behaviour. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

1. A participant should first attempt to resolve the issue directly with the faculty, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
2. If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the programme manager within 5 calendar days. The programme manager will review the issue and talk to the participant within 5 calendar days of receiving the complaint. The programme manager will work with all parties involved to resolve the issue.

Enrollment Policy

Enrollment in a programme is dependent upon applicant acceptance to the programme by Organisational Coaching and receipt of full payment of the Programme Fees. Enrollment is not guaranteed nor completed unless the full payment of Programme Fees is received by Organisational Coaching.

Transfer of Credit Policy

We do not accept partial credits from other organisations or other programmes.

Participation Policy

Success in our programme requires full commitment by all participants. By enrolling in this programme, participants agree to being fully present during all sessions and participate to the best of their ability. This includes arriving on time, abiding by the code of conduct, and engaging in programme activities. Our programmes are designed to be interactive and

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engaging for our participants. It is therefore an expectation that you participate in programme activities, including dialogue with the faculty and peers, mock coaching activities, and experiential learning exercises. If you are unable to participate in an activity, please inform your faculty as soon as possible.

Code of Conduct

Participants are expected to conduct themselves in a professional manner during all sessions.
This includes, but is not limited to:

- Arriving on time to all sessions.
- Attending all live sessions and mentor coaching sessions.
- Having your camera on for virtual live sessions.
- Participating fully in all sessions and mentor coaching sessions. This includes being prepared for the session, involving yourself in discussions and activities, assuming responsibility for your learning, and contributing to the learning of others.
- Engaging in discussions with integrity and honesty.
- Being respectful of your fellow participants and faculty, including silencing your cell phone, not texting, and other disruptive behaviours.
- Embracing diversity and inclusion while respecting the dignity and humanity of others.

Illness Policy

In order to provide you with the minimum required training hours for certification, it is important that you are present at all programme sessions. If you have an emergency or become ill and are not able to attend, please contact your faculty immediately. Your faculty will discuss with you the options to make up the missed session(s).

In the event that faculty members are unable to deliver instruction due to emergency or illness, Organisational Coaching will make every effort to find replacement faculty for the scheduled session.

Partial Completion Policy

If you are unable to complete the minimum required training hours, then you will be offered a partial credit for the hours completed and these hours can be applied against a subsequent enrollment in the same programme.

Fee and Payment Policy

Please refer to our website for upcoming programme dates and pricing.

Invoices for programme fees are due and payable in full upon receipt.

Organisational Coaching accepts payment by bank transfer to our nominated bank account in the nominated currency. Bank account information is provided on the invoice. A confirmation of enrolment will be issued after the payment has been received.

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Additional costs incurred for participants to attend our programmes are at the sole discretion and responsibility of the participant.

Transfers or Substitutions Policy

Transfers or substitutions for a programme are at the sole discretion of Organisational Coaching and must be requested in writing 30 calendar days prior to the commencement of the programme.

Transfers and substitutions are only permissible for an entire programme and not individual modules or workshops.

Cancellations and Refunds

Written notice of cancellation shall be effective on the date the withdrawal is received by Organisational Coaching. Notices received on weekends, public or bank holidays are considered received on the first business day following the weekend, public or bank holiday.

- Cancellation of a programme equal to or more than 60 calendar days prior to the programme commencement is eligible for 100% refund.
- Cancellation of a programme between 30 and 59 calendar days prior to the programme commencement is eligible for 50% refund.
- Cancellation of a programme less than 30 calendar days prior to the programme commencement is not eligible.

Eligible refunds are paid within 14 calendar days following receipt of cancellation requests.

If a programme is cancelled by Organisational Coaching and the programme cannot be rescheduled at a mutually agreeable time. The Programme Fees will be refunded in full.

Woodeson Executive Coaching Ltd is incorporated under the Companies Act 2006 as a private company (14016788) and its registered office is in England and Wales. “Organisational-Coaching” is the trading name of Woodeson Executive Coaching Ltd and the trading name is used with permission by Woodeson Executive Coaching AG.

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