

Leadership Coaching Agreement

- Tired of ruminating over ways to confidently have difficult conversations and advocate effectively especially when there are big personalities to influence?
- Are you feeling like there is a better way to manage your clinical and personal life?
- Grappling with how best to support your team and colleagues, to inspire and upskill them, when everyone is exhausted?
- Do you feel alone and struggle to focus on how to adapt, prioritise and evaluate the unrelenting daily challenges?

Leadership Coaching

Capstan Partners have been successfully delivering coaching programs to healthcare professionals for over ten years. We are uniquely positioned to provide professional coaching likely to accelerate leadership skills, career satisfaction, clinician capability and psychological wellbeing.

Structured programs fulfil hours of Continuing Professional Development (CPD), vital for annual mandatory Medical College CPD submissions, promoting lifelong learning and elevating professional development.

Capstan Partners, Australia and New Zealand's leading coaching and coaching education provider to the healthcare sector is here for you.

What is Leadership Coaching about?

Leadership coaching aims to address various challenges and issues commonly experienced by healthcare professionals to feel better and work better. Some of the problems healthcare professionals want to be held accountable to resolve include and are not limited to:

- **Burnout and Stress Management:** develop strategies to manage stress, reduce burnout, and maintain a healthy work-life balance.
- **Manage difficult relationships:** improve interpersonal and team communication to enhance patient care, team dynamics and manage upwards.
- **Get unstuck from career conundrums:** build insights and strategies to create, set and achieve career goals, to explore new opportunities, and navigate professional career stages and transitions.
- **Team Leadership, Decision-Making and Delegation:** Build skills to inspire others, handle complex clinical and administrative situations, and to delegate tasks effectively to improve efficiency and reduce personal workload.

Coaching is not therapy and doesn't aim to treat psychological problems. You agree to disclose past or present psychological or psychiatric treatment details. If such issues present during the coaching, you may be referred to an appropriately qualified specialist.

How is the program structured?

1. The program starts with a psychometric assessment intake survey which includes a Depression, Anxiety and Stress Scale (DASS), Flourishing Scale, WHO-5 Wellbeing Scale and Solutions Focussed Inventory to be completed prior to commencement, with results to be debriefed at the first coaching session. A psychometric assessment survey near program end is again completed and debriefed in the final coaching session.
2. Engage in eight 45 minute virtual coaching sessions usually at three-week intervals. Optional Hogan 360 Assessment at program start. See Appendix pg 5 for details.
Please note it is expected that all sessions will be completed within six to nine months, unless there is mutual agreement to extend the program duration.

Are coaching sessions confidential?

Yes. No information acquired from this program will be available to any third party except if explicitly agreed to by both parties, and in rare circumstances were decreed by law. Capstan Partners coaches abide by the [International Coach Federation \(ICF\) Ethics Pledge](#) and the [AHPRA Guideline for Mandatory Notifications](#).

To support a coach's ICF credentialing, the coachees name, contact details, start, and end dates, and the total number of coaching hours may be logged to track and document a coach's coaching experience.

When are coaching sessions held and can sessions be rescheduled?

Virtual coaching sessions can be arranged from 07:30 to 18:00 AEST, Monday to Thursday, 07:30 to 16:00 AEST Friday and Saturday mornings available on request. Session dates and times can be rescheduled with more than 48 hours' notice or else the session may be forfeited.

Program cancellation policy

We understand that sometimes coaching might not meet your expectations. If you feel that you're not gaining value from your coaching sessions, we offer a refund for unused hours under the following conditions:

1. **Notice Period:** Please notify Rita Holland Founder/Director Capstan Partners at rita.holland@capstan.com.au within seven days of your latest coaching session that you wish to discontinue your coaching program.
2. **Unused Hours:** A pro-rata refund is available for unused coaching hours scheduled with two weeks' notice from the time of cancellation.
3. **Verification:** We may conduct a brief exit interview or feedback session to understand the reasons for cancelling and assess how we might improve our services.
4. **Refund Process:** Once eligibility is confirmed, refunds will be processed within three business days to the original payment method used for the coaching program.

Please note that any completed coaching sessions, or session scheduled within two weeks of the request to cancel will not be eligible for a refund. Please contact Rita Holland Founder/Director Capstan Partners at rita.holland@capstan.com.au with any questions or to apply for a cancellation.

How does the investment in this coaching program compare to other professional development activities?

Results observed in a study by [Di Stefano et al \(2014\)](#) describe how fifteen minutes of reflective practice increased productivity and effectiveness in one work group more so than a comparative work group who did no reflective practice but worked fifteen minutes longer. Coaching helps hold individuals accountable for reflective practice, self-directed goals and creates thinking time that enables sustainable behaviour to change over months of intentional effort towards improved performance.

What personal data is collected as part of this program?

Capstan Partners commits to evaluating the efficacy of the work we do where-ever possible. Questions that evaluate your experience of the coaching program and ask you for feedback will also be included in the post-coaching questionnaire. You can choose how you wish feedback to be shared.

No personal data acquired from the pre- and post- coaching psychological well-being questionnaires will be available to any third party except if explicitly agreed to by both parties, and in rare circumstances where decreed by law.

By participating in this program, you consent to your de-identified, aggregated pre- and post- coaching psychological well-being results to be available for research and evaluation purposes. Should you wish to participate in the program and not have your personal data aggregated for research purposes please email [Rita Holland](#), Director Capstan Partners.

AI Recording and Note-Taking

To protect confidentiality and support a trusted coaching environment, AI-based recording, transcription, summarisation, and note-taking tools will not be used in coaching sessions unless otherwise agreed. We have chosen to prioritise human presence in our coaching conversations.

Where a coachee requests the use of an AI tool, its use must be discussed and approved in advance by the coach. Any agreement to use AI technology will require informed consent from both parties.

Disclaimer: The use of third-party AI applications may involve the processing, storage, or transmission of information outside the control of the coach or Capstan Partners. While reasonable care will be taken when considering such requests, the coach and Capstan Partners accept no responsibility for the privacy, security, retention, or future use of information by external AI providers. Patient-identifiable information, confidential organisational information, or information subject to legal or professional privilege should not be intentionally entered into AI systems.

By proceeding, both parties acknowledge and accept these conditions.

Fees (\$A incl GST) and payment terms

Program details - virtual coaching	Fee
Leadership Coaching Eight x 45 minutes sessions, including two psychometric assessments.	\$ 4,840.00
IGNITE: Leadership Coaching: with Hogan 360 Assessment One 90 min debrief with a comprehensive report and Eight x 45 minutes sessions, including two psychometric assessments.	\$7,085.00

Payment terms

50% of the program fee is invoiced on signed agreement. Final 50% of the program fee is invoiced at program mid-point. Payment is due fourteen days from invoice date, or prior to the assessment debrief and first/next coaching session whichever occurs first. Session schedules may be impacted by failure to pay on time unless agreed otherwise.

To Register

Having read this Coaching Agreement (with the stated terms and conditions), given the opportunity to ask questions, please [answer a few short questions here](#). You will receive a copy of this coaching agreement with your payment details. Upon payment, your coach will be in touch. With your coaching sessions scheduled the start-up is simple and quick!

More about this program



Professional coaching is aimed at enabling accelerated goal attainment and performance improvement, often leadership related, and useful at career transition points. Professional coaching is not a substitute for the valuable mentoring professionals gain to expand often very specific skills, knowledge and experiences. Career transition programs may also include some teaching and mentoring.

About Capstan Partners

Capstan Partners is an established bespoke coaching organisation that offers professional coaching services across Australia and New Zealand, to enable doctors and healthcare professionals to be their best. We use coaching conversations to help you learn, lead and embed the changes you need to achieve what matters most to you and you will feel and function better.

Capstan Partners is led by Director Rita Holland who has extensive experience in designing, leading and delivering a range of behavioural-science based professional coaching and group coaching programs in healthcare settings. Our expert panel of experienced professional coaches work together to deliver high quality, bespoke coaching services to healthcare professionals. We are committed to evaluating the efficacy of the work we do.

What is a Hogan 360 multi-source feedback assessment about?

Your feedback, together with the feedback from your managers, peers and reports, helps accurately measure your reputation, build your leadership knowledge whilst contextualising your scores with healthcare benchmarks, acknowledges strengths and identifies potential development areas. See details below and sample [report here](#). This is usually completed and debriefed prior to coaching commencement, and only available with a coaching program.

FEATURES	BENEFITS
- Measures behavioural and performance scales from: the leader, up to 4 peers, up to 4 reports, and up to 4 senior executives, & the manager (max 14 raters) - Identifies both strengths, and opportunities to improve leadership effectiveness - Provides anonymous verbatim rater feedback - Maintains rater confidentiality - Is based on a 2 competency, 4 quadrant Leadership model 2 competencies; <i>behavioural</i> (linked to emotional intelligence) and <i>business</i> 4 quadrants; Self-Management, Relationship Management, Working IN the business, Working ON the business.	- Provides leaders with constructive, valid and defensible performance feedback data - Increases awareness of the influence that behaviours and actions have on those who work around them, potentially mitigating specific behaviours that create career and/or organisational derailments - Informs coaching program goals - Focuses on observations, not judgements - Enables the development and implementation of action plans in conjunction with coaching program goals
Organisational benefits include	
✓ Helps identify the same traits that enables leadership success that also may cause unhelpful consequences when overused ✓ Organisations retain and improve the performance of valuable executives and assist the leader to accelerate successes ✓ Provides the organisation and the leader with a fuller and more predictive leadership assessment	