

Performance Coaching Agreement

- Tired of ruminating over ways to balance your study-work-personal-research demands for your time and energy?
- Are you feeling like the high stakes associated with your upcoming exam or interview are escalating your stress and anxiety?
- Are you fearful of the ways in which the unrelenting stress and overwhelm potentially derails your effectiveness?
- Do you feel alone and struggle to focus on mastering good study and preparation habits like retaining large amounts of information as an ongoing challenge?

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, clinician capability and psychological wellbeing.

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

What is Performance Coaching about?

Performance coaching aims to improve exam and interview preparation and performance and help healthcare professionals feel better and work better. Some of the problems healthcare professionals want to be held accountable to resolve include and are not limited to:

- increasing your confidence in, and skills to communicate effectively by challenging unhelpful self-beliefs, and irrational thoughts and
- following through on more effective ways to think, feel and behave when preparing for and presenting at high-pressure situations and to be a stronger and more effective clinician-leader every day.

Coaching is an engaging and challenging virtual coaching program with a proven successful track record for expanding capabilities and improving the psychological wellbeing of clinicians, healthcare managers and leaders. Coaching

- Creates higher levels of self-insights, awareness, confidence, and competence and explores how emotions, thoughts and behaviours impact professional, behaviours, style and strategic and operational effectiveness
- Offers a range of evidence-based, cognitive behavioural, systemic, solution and goal-focussed coaching techniques

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 45 minute virtual coaching sessions usually at three-week intervals.

Additional coaching is available as determined in the final debrief.

Please note it is expected that sessions will be completed within six to nine months, unless there is mutual agreement to extend the program duration.

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.

What is the program cancellation policy?

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

1. **Notice Period:** To be eligible for a refund, please notify us within seven days of your latest coaching session that you wish to discontinue your coaching program.
2. **Unused Hours:** Refunds will be provided for the coaching hours that have not been completed and any scheduled sessions beyond two weeks 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.

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 where 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.

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 outcomes.

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 de-identified pre- and post-coaching psychological well-being personal data aggregated for research purposes please email [Rita Holland](mailto:rita.holland@capstan.com.au), 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	Fee
Performance Coaching* Eight x 45 minutes sessions, including psychometric assessments.	\$ 4,840.00
Starter Performance Coaching# Four x 45 minutes sessions, including psychometric assessments.	\$ 2,728.00

*50% of the coaching fee is invoiced on signed agreement. 50% balance of the coaching fee is invoiced at program mid-point. #100% of the coaching fee is invoiced on signed agreement. 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 and given the opportunity to ask questions, please [answer a few short questions here](#). You will be invited to have a virtual meeting with your matched coach, if you haven't already, and receive a copy of this coaching agreement with your invoice. Upon payment being received your coach will be in touch. With your coaching sessions scheduled on Acuity, the start-up is simple and quick!

More about this program



Performance coaching is aimed at enabling accelerated goal attainment and professional improvement, often leadership related, and useful at career transition points. Performance 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 coaching services 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.

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. Rita has curated an expert panel of experienced professional coaches who work together to deliver high quality, bespoke coaching services to healthcare professionals.

And we are committed to evaluating the efficacy of the work we do.

For further information please call or [email Rita](mailto:rita.holland@capstan.com.au) or visit capstan.com.au