

# Strengths Network South Pacific

## Code of Ethics

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The following document has been developed by Strengths Network South Pacific in consultation with SNSP area (HUB) leaders, SNSP members and the SNSP Board. SNSP is committed to promoting excellence in coaching. This document outlines the expectations SNSP has of coaches who are part of the Network. It also indicates the high level of proficiency and professionalism clients can expect from their SNSP coach.

### Accreditation

Coaches trained by Strengths Network South Pacific (SNSP) will receive accreditation on completion of their training in the various levels, always starting with the Top 5 Individual Training and with the option of continuing with Partnership, Team, and Full 34 training as required.

Gaining accreditation requires the following:

- Attendance and completion of all the training modules at the Training event.
- Engaging with the SNSP Coach Liaison for mentoring.
- Submission of the required number of feedback forms from coaching clients. Clients are asked to comment on the experience with their coach and rate their coaching session in five key aspects of coaching. A score of three or more is the benchmark. Feedback forms are available on the SNSP website.
- Attendance at a formal interview with an SNSP Trainer.

Once all of the above requirements have been met successfully, the coach will be sent an accreditation certificate endorsing them as a Strengths Network South Pacific Accredited Coach in the relevant coaching level.

Strengths Network South Pacific (SNSP) is an independent training provider, and as such SNSP coaches are not Gallup certified. All SNSP coaches are trained and resourced to use the CliftonStrengths® tool.

### Membership and Professional Development

Members of the Strengths Network South Pacific are expected to maintain and honour the Strengths Network South Pacific Values (see below).

Membership to the Strengths Network is renewed on a yearly basis and includes paying an annual membership fee.

Strengths Network South Pacific profile all accredited coaches on the SNSP website Coach Directory. Accredited coaches who are current SNSP members are expected to manage their own ongoing professional development according to the SNSP Professional Development Plan. The Strengths Network provides a wide range of professional development opportunities for coaches and can also offer coaches an in-depth annual audit of their coaching practice.

Through SNSP membership, independent coaches are linked to other members in the Network who are committed to the Strengths movement in New Zealand. They can also access customized resources provided by Strengths Network South Pacific.

File Name:	Last Updated:	Review Date:	Approved:
SNSP Code of Ethics	26 October 2017	26 October 2018	Mike Dodge, CYS Director



#### Membership benefits:

- National body promoting coaching and best practice including a Professional Development Pathway;
- HUB events, local and online, for coaches to connect;
- Coaching resources including weekly Theme Discovery releases and extra guides and tools;
- Administration and IT support;
- Access to coaching support and mentoring;
- Mediation support;
- SNSP website including the Coach Directory;
- Feedback evaluations;
- Link to Gallup;
- SNSP news and updates;
- SNSP shop;
- Facebook page.

### Strengths Network Values

SNSP coaches agree that:

- The coach will respect that the client is the expert on themselves and will therefore guide the process and facilitate the Strengths Journey excluding any assumptions or judgments.
- The coach agrees that everyone is unique and deserves to be treated respectfully.
- The coach will choose to celebrate differences.
- The coach will commit to using the CliftonStrengths tool to help bring understanding between individuals.
- The coach will aim to help people create pathways to develop and experience success in their roles and relationships.
- The coach agrees that maximum productivity can be gained by focusing on Strengths and managing weakness.
- The coach agrees with the following statement: “We do not expect every human to know it all, understand everything and be competent in all things. We therefore use the CliftonStrengths tool to help us connect with others, leverage what is strong in each of us, and work together to get results we wouldn’t be able to achieve on our own”.
- The coach understands that they are a part of a local Strengths Movement and that by being a member of the Strengths Network South Pacific they form an integral part of a global Strengths Movement.

### Business Boundaries

**Scope:** SNSP coaches, once accredited, are free to carry out coaching in their various contexts. While they are not employed by SNSP and may operate as fully independent contractors, they may be invited to carry out coaching work for SNSP on a project basis.

**Pricing:** SNSP coaches agree to the recommended minimum pricing for an Individual Top 5 coaching session of (2017, to be reviewed annually):

*For Profit:* \$250 + code + gst per session    *Not for Profit:* \$100 + code + gst per session

If a coach chooses to charge less than this, the coach will make their client aware of the recommended pricing and clearly show the discount in order to maintain pricing consistency throughout the network.

**Missed Appointments:** Unless otherwise stated within a quote/contract, missed appointments may incur a charge of 50% of the coaching session fee if not cancelled within 24 hours of the scheduled session.

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## Obligations:

SNSP coaches will uphold any tax laws of New Zealand.

SNSP coaches will honour with integrity any quote or contract made between themselves/their company and a client.

Prior to embarking on a coaching project, SNSP coaches will endeavour to establish if there has been previous coaching work carried out within that organisation. If so, SNSP coaches are encouraged to collaborate with each other in order to respect any prior work done and to provide a seamless transition. However, coaches will understand that clients have the right to engage with a variety of coaches.

## Copyright Information

SNSP Coaches understand that:

- All material Gallup publishes is protected under copyright law.
- Gallup®, StrengthsQuest®, StrengthsExplorer®, StrengthsFinder®, CliftonStrengths®, and each of the 34 theme names are trademarks of Gallup, Inc and should be noted in all correspondence.
- The Accredited Coach Logo is available to all accredited SNSP members for use on any documentation, websites and so on. Use of this logo must be discontinued if SNSP membership is not renewed.



- Resources available to coaches from SNSP which show the Strengths Network South Pacific logo should not be altered, but can be copied and used within coaching sessions.
- Coaches are encouraged to create their own resources and use their own logos or their SNSP Accredited Coach logo on their own material.

## Privacy/Confidentiality

The trust between a coach and client is vital to the experience of the coaching session.

SNSP coaches will:

- Only discuss the theme/s of a client(s) outside the coaching session without using their name.
- Refrain from discussing any content of a coaching session unless the client has granted specific permission.
- Ensure any personal information is held and stored in accordance with the Privacy Act 1993.
- In the case of team coaching, the coach will set clear expectations with the group at the outset that any personal information shared during the team session will remain confidential.
- The Strengths Network provides a safe and confidential place for coaches to share their coaching challenges/wins and questions.

Limits to confidentiality include:

- Where the client or someone else is in danger.
- When a coach is sponsored and some sharing of information with the sponsor is expected. In this case, the coach would make the client aware of this prior to the coaching session. Permission from the client regarding the content of the coaching summary for the sponsor would be sought prior to being shared.

## Complaints Process

SNSP coaches will:

- Ensure clients are aware of the Strengths Network South Pacific complaints process prior to the coaching session.

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#### Complaints Process:

1. Complaints can be made directly to the Strengths Network office by completing the “Contact Us” form on the SNSP website, or completing one of our online coaching feedback forms also available on the website. In order to follow up a complaint, contact information from the client, and their permission, is required.
2. SNSP staff will contact the coach involved to gather any relevant information before making contact with the complainant.
3. Once all the facts have been collected, both parties will be informed of the process from that point.
4. As each situation is unique the process will be tailored to meet the needs of all parties.

### Protection of Vulnerable Adults and Children

Strengths Network coaches are committed to keeping all people safe, noting that at times we will be in contact with vulnerable people.

#### SNSP coaches will:

1. Honour the laws of New Zealand in accordance with the Human Rights Act 1993.
2. Recognise there are limitations of skill, role and competency. Where appropriate they will refer their client to another appropriate agency.
3. Allow the client to lead the coaching conversation.
4. Seek permission from a guardian when working with young people under the age of 16.

### Equality and Diversity

The Strengths Network South Pacific acknowledges the Treaty of Waitangi as the founding document of our country. SNSP coaches will familiarize themselves with this document and with their associated responsibilities.

SNSP coaches will not unlawfully discriminate against any person in accordance with the Human Rights Act 1993.

### Boundaries and Self Care

#### SNSP coaches will:

- Maintain culturally and age appropriate physical, emotional, sexual and spiritual boundaries.
- Uphold health and safety laws of New Zealand.
- Consider the coaching spaces in which they operate to ensure that they are not put in any position where their reputation could be compromised or accusations of wrongful behaviour be made.
- Consider taking out Professional Indemnity Insurance for their coaching practice.
- Take responsibility for their own holistic wellbeing and continue to develop and work on their own strengths, including periodically being coached themselves.
- Maintain awareness of any physical or personal circumstances that would affect their ability to coach safely and effectively.
- Where possible, receive regular supervision as a basic requirement of anyone working in the coaching industry.

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