

Code of Conduct Coaching Programme

Introduction

This document is to set the social norms and responsibilities between the participants in the MSF Programme, under the Mentoring and Coaching Hub. This is an important step to establish an inclusive view, where all the participants are aware of the attitudes and behavior expected between them.

Coaching Programme

Coachee's responsibilities

- The coachee will act according to the stated MSF Charter and principles
- The coachee should have the best interest at heart to participate on the program, respecting the coach as a support to their development, taking into consideration the coach professional experience.
- The coachee is responsible to manage his/her own learning, identify and achieve the goals, using the coach as a support for this learning.
- The coachee should be aware that this relation is confidential on the content, but the need for capitalization and the supervising role taken by the Coaching Programme Manager, will naturally imply a sharing of know-how, expertise and lessons learned.
- Throughout, the coachee and coach will maintain a high level of confidentiality on the content of the coaching relation, which is appropriate and is agreed at the start of the relationship.
- The coachee will ensure that his/her capability is sufficient to enable him/her to operate according to this Code of Conduct and any standards that may subsequently be produced.
- A member of the Mentoring and Coaching Hub will maintain contact with the coachee, on request of either the coachee or the Mentoring & Coaching Hub, in order to evaluate progress in accordance with the programme aims and objectives.
- The coachee will be focused on and have the opportunity for learning.
- The coachee will respect personal boundaries to ensure preserved privacy and promote a healthy balance in the relationship.
- The coachee understands that professional responsibilities continue beyond the termination of any coaching relationship. These include the following: maintenance of agreed confidentiality of all information relating to stakeholders; avoidance of any exploitation of the former relationship; provision of any follow-up which has been agreed; and, safe and secure maintenance of all related records and data.

- The coachee demonstrates respect for the variety of different approaches to coaching and other individual's coach's methods.

Coach's responsibilities

- The coach will act according to the stated MSF Charter and principles.
- The coach should have the best interest at heart to participate on the program.
- It is the primary responsibility of the coach to provide support to the coachees in their personal development.
- The coach should commit with the programme and take the responsibility of what is agreed as a relation.
- It is the coach responsibility to participate to any identified relevant induction/training Mentoring & Coaching Hub organizes (in order to support the coaches in their upcoming role).
- The coach will use his/her professional expertise and knowledge to meet the needs of the coachee, while suggesting additional references or resources, if need be.
- The coach will ensure that his/her capability is sufficient to enable him/her to operate according to this Code of Conduct and any standards that may subsequently be produced.
- A member of Mentoring & Coaching Hub will maintain contact with the coach, on request either of the coach or of the Mentoring & Coaching Hub, in order to evaluate progress in accordance with the project aims and objectives.
- The coach will operate within the limits of their own competence, seeking to recognize when it is appropriate to referring the coachee to other possible sources of information and/or support, taking advice from Mentoring & Coaching Hub, if necessary.
- The coach should never interfere in the operational strategy at field or HQ level.
- The coach will be focused on and have the opportunity for learning.
- Throughout, the coach and coachee will maintain a high level of confidentiality on the content of the coaching relation, which is appropriate and is agreed at the start of the relationship.
- The coach will respect personal boundaries to ensure preserved privacy and promote a healthy balance in the relationship.
- The coach will respond to the coachee's learning and development needs.
- The coach will not exploit the coachee in any manner, including, but not limited to, financial, sexual or those matters within the professional relationship.
- The coach will ensure that the duration of the coaching contract is only as long as is necessary for the coachee and agreed with Mentoring & Coaching Hub.
- The coach understands that professional responsibilities continue beyond the termination of any coaching relationship. These include the following: Maintenance of agreed confidentiality of all information relating to stakeholders; avoidance of any exploitation of the former relationship; provision of any follow-



up which has been agreed; and, safe and secure maintenance of all related records and data.

- The coach demonstrates respect for the variety of different approaches to coaching and other individual's methods.

Mentoring and Coaching Hub Responsibilities

- The Mentoring & Coaching Hub is responsible to organize and facilitate the relevant workshops/inductions for all new coaches, in order to support the coaches in their upcoming role. It provides information around coaching in MSF and about the process, as well as practical exercises and reflection time designed to allow the coach to explore his/her new role and feel secure.
- The Mentoring & Coaching Hub will ensure all participants receive a full briefing about the programme and prior to commencing the coaching relationship, and around the context of the coaching scheme, intended aims, objectives and outcomes.
- Mentoring & Coaching Hub will ensure that the Code of Conduct is available to stakeholders and participants and that the latter have the opportunity to discuss any concern and issues that may arise within this context.

