

Leadership Reset – Terms of Service

Our Coaching Partnership

1. I, Shaun Healy (your coach), will provide you with coaching services to facilitate your achievement of specific mutually agreed goals through a single, intensive 90-minute session.
2. Throughout the working relationship, as your coach, I will engage you in direct, personal and sometimes challenging conversations.
3. My role is to act as a facilitator of change; your role is to put new insights into action. I ask that you bring an active, collaborative approach to the way that we work together.
4. In order for you to gain maximum benefit from the coaching process, you are encouraged to prepare for the session as agreed and complete all defined actions afterward.
5. As your coach, I cannot guarantee results. You will create powerful results by having the courage and determination to take the steps needed to move forward.

Payment Terms

6. Upon booking your session via TidyCal, an invoice will be generated and sent to you within 24 hours.
7. The full investment for this session must be paid in full prior to our scheduled meeting time. Failure to remit payment prior to the session may result in the forfeiture of your booking.

Commitments & Logistics

8. **Scheduling:** Your session date and time are secured via your TidyCal booking. It is important that you are on time for this session.
9. **Cancellation Policy:** If you are unable to keep an appointment, please provide notice as soon as possible, and no later than 24 hours prior to our scheduled time.
 - a. Sessions cancelled or rescheduled with less than 24 hours' notice may be forfeited.
10. **Session Delivery:** The session will be conducted via a secure online video-conferencing platform (e.g., Google Meet). The provided link should not be shared with any third party.
11. **Post-Session Resources:** Within 24 hours of our session, you will receive an email containing an AI-generated summary of our conversation, alongside any specific notes, tools, or resources promised during our call.

Confidentiality and Code of Ethics

12. I am committed to protecting your privacy through compliance with Australian Privacy Principles (APPs) established under the Commonwealth Privacy Act (1988). A comprehensive privacy policy can be found at <https://shaunhealy.com/privacy-policy/>.
13. All information you share during the coaching process, and my written notes, will remain strictly confidential and will not be shared with anyone unless express consent is granted in writing by the client, or where disclosure is required by law.
14. **AI Transcription Consent:** To provide your post-session summary, an AI meeting assistant will be utilised to transcribe and summarize our conversation. By agreeing to these terms, you consent to the use of this AI tool for the sole purpose of generating your personal summary.
15. For quality assurance, research, and the ongoing development of my coaching practice, I will collect and utilise anonymised, aggregated data at the conclusion of our engagement. You will never be personally identifiable in this data. If you prefer your anonymised data not be included in these reviews, you may opt out at any time by notifying me in writing.

16. As your coach, I work within the Code of Ethics of the European Mentoring and Coaching Council (EMCC). You can find these ethical guidelines at: <https://globalcodeofethics.org/>.

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