



Dear coaching participant,

Thank you for joining this coaching programme coordinated by Vitae.

You will soon be matched with one of our qualified career coaches. You are entitled to up to 10 hours of coaching. The sessions can last 60 or 90 minutes, to be agreed between you and the coach depending on your preferences and mutual availability. We advise you to use the full allocation to get the full benefit. The sessions will be run remotely.

The sessions should ideally take place between now and March 2023; it may be possible to run them later if you, the coach and the University agree. Your coach will soon contact you directly to arrange for the sessions at times and dates suitable for both of you. We suggest that at the start you agree a rough timeline and agenda for the sessions that both you and the coach can commit to.

What is coaching?

Coaching is a partnership between a coach and you as the recipient, intended to help you develop and enhance your professional skills and abilities. Your coach will help you understand your goals and any challenges to achieving those goals, and assist you in developing approaches for success. It is a dialogue but, as the coachee, you should do most of the talking. A coach will not make decisions for you or tell you what to do, but they should help you see the situation more clearly so you can plan your own direction. It is a dynamic process and your intentions and focus may change as the programme continues; this is to be expected.

What you get out of coaching depends on what you put in. We recommend you spend time in advance of the programme and each session thinking about what areas in your career and development will most benefit from this programme. Your coach is likely to have suggestions about how to approach the sessions, and may also suggest activities between sessions which will help you get the most out of their support.

Our commitment to you

We only work with qualified coaches with a proven track record of supporting individuals effectively through coaching. They have all signed up to the code of ethics issued by their affiliated professional body. Your coach will be able to provide you with the details of their affiliations. We hope you will find working with your coach stimulating, positively challenging and constructive. If you have any concerns, we recommend you talk to your coach in the first instance, but you are very welcome to contact us at Vitae via the programme coordinator at the University, or directly at Learning.development@vitae.ac.uk. We will work with you and your coach to resolve any issues, including if necessary finding an alternate coach.

Field Code Changed

Your coach will be as flexible as possible in scheduling sessions but they are busy professionals with other commitments and, like you, a life outside work. Your coach will discuss with you how to book sessions, advise on the best balance of sessions duration/timing, and how best to communicate with them.



The content of your coaching sessions is completely confidential between you and your coach. The coach will not discuss that content with either Vitae or with the University of Luxembourg, and we will not ask them or you to provide any information about the content.

We will ask the coach, and you, to let us know how effective you find the sessions, the broad themes discussed, and about the arrangements. This helps us ensure you are receiving the best possible service. This information may be shared with the University as they are sponsoring your coaching programme.

Your coach may have their own Coaching Agreement in addition to this document, developed through their own experience, to support your working relationship. If you have any concerns about this, please contact us at Vitae.

Your commitment to us

Coaching is not a “quick fix”. It takes time and commitment from both parties. We therefore ask that you only enter the programme if you:

- a. Intend to commit to the full 10 hour programme
- b. Intend to commit to the pre- and post-session time that your coach recommends
- c. Are prepared to share with, and listen to, your coach
- d. Only set up sessions that you intend to attend, as the following conditions apply:
 - a. We will charge for sessions cancelled or postponed on less than 2 working days’ notice. The coach can, with Vitae’s agreement, rearrange it but this is at our discretion depending on the circumstances. Repeat cancellations/no shows may result in the early closure of your programme.
 - b. Sessions are considered to start at the agreed time unless you have advised the coach with at least 1 working day’s notice (and they can accommodate it). The coach can at their discretion still give the full time but this cannot be guaranteed.
 - c. If you have not arrived by 20 minutes into the session, the coach can at their discretion consider it cancelled (and payable in full).

We know that circumstances can change and emergencies happen, and we will be as flexible as possible to adapt where needed. The coach will extend you the same considerations in return.

If you have any questions or concerns about the coaching process or the programme, please contact the programme coordinator at the University in the first instance.

We hope you find the process stretching and positive.

With regards,

The Vitae team