

# ICF Los Angeles Handout

## *Staying Out of Ethical Hot Water Training 2020*

Are You Curious About Revisions to The ICF Code of Ethics and What This Means for You?

Part 2 of 2

Tina Elliot, MBA, PCC, BCC - Ethics Specialist

This ethics training is designed to provide a deeper understanding of the recent ICF Code of Ethics revisions and the reasons behind these additions, changes and expansion to the code. This training will include discussion as well as time for Q and A at points throughout the training designed to heighten your ethical awareness.

In this training we will take a closer look at:

1. Code Changes & Updates - continued
2. The New - Ethical Interpretive Statements
3. Ethical Dilemma Review

We will examine a coaching dilemma specific to how a coach might get into ethical hot water due to lack of clarity and appropriate application of the code of ethics.

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### COACHING DILEMMA

#### The Top-Notch Executive Coach

*Provided Courtesy of Tina Elliot, MBA, PCC, BCC, Ethics Specialist*

You have been hired by the Progressive Company to provide executive team training & development and if needed individual coaching for team members under separate contract.

Your first assignment is team training of the highly visible executive team. You have now been working with the team for 2 months. You're aware the CEO, John is new to the role and there are some team challenges: personality conflicts, team member conflicts around the organization's direction and a change to the company culture. You are also clear that you're dealing with a handful of competitive individuals.

The HR Rep for the Progressive Company contacts you and asked if you would be willing to coach John, the CEO individually as he likes your approach and thinks you "get him." He wants someone he can trust, who has an inside perspective to the team's issues and also brings an outside perspective that will help him move his team forward. Specifically, his challenges with one of the team members: Tom, the VP of Sales.

Tom resents the new CEO as he thinks he should have been promoted into the leadership role but was passed over. You are aware that Tom makes a point of noticing everything the CEO receives as part of his role. Your intuition is telling you that Tom will see the individual coaching as just one more perk that the CEO is receiving that he's not.

You tell the HR Rep you will get back to her tomorrow. Something seems unsettling to you and there is clearly more here than what's being presented to you. As you think about it, you really want to be known as a top-notch coach within this organization, meeting all their needs as well as be a long-term partner and resource for them into the future. You decide to coach the CEO.

END

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Is this ethical according the ICF Code of Ethics?

1. What statements make your ethical intuition speak?
  2. Which ICF ethics standards could apply to this situation?
  3. What would your approach be to this situation as the coach?
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### ICF CODE OF ETHICS

The ICF Code of Ethics is composed of five Main Parts:

1. INTRODUCTION
2. KEY DEFINITIONS
3. ICF CORE VALUES AND ETHICAL PRINCIPLES
4. ETHICAL STANDARDS
5. PLEDGE

#### 1. INTRODUCTION

The ICF Code of Ethics describes the core values of the International Coach Federation (ICF Core Values), and ethical principles and ethical standards of behavior for all ICF Professionals (see definitions). Meeting these ICF ethical standards of behavior is the first of the ICF core coaching competencies (ICF Core Competencies). That is “*Demonstrates ethical practice: understands and consistently applies coaching ethics and standards.*”

The ICF Code of Ethics serves to uphold the integrity of ICF and the global coaching profession by:

- Setting standards of conduct consistent with ICF core values and ethical principles.
- Guiding ethical reflection, education, and decision-making
- Adjudicating and preserving ICF coach standards through the ICF Ethical Conduct Review (ECR) process
- Providing the basis for ICF ethics training in ICF-accredited programs

The ICF Code of Ethics applies when ICF Professionals represent themselves as such, in any kind of coaching-related interaction. This is regardless of whether a coaching Relationship (see definitions) has been established. This Code articulates the ethical obligations of ICF Professionals who are acting in their different roles as coach, coach supervisor, mentor coach, trainer or student coach-in-training, or serving in an ICF Leadership role, as well as Support Personnel (see definitions).

Although the Ethical Conduct Review (ECR) process is only applicable to ICF Professionals, as is the Pledge, the ICF Staff are also committed to ethical conduct and the Core Values and Ethical Principles that underpin this ICF code of ethics.

The challenge of working ethically means that members will inevitably encounter situations that require responses to unexpected issues, resolution of dilemmas and solutions to problems. This Code of Ethics is intended to assist those persons subject to the Code by directing them to the variety of ethical factors that may need to be taken into consideration and helping to identify alternative ways of approaching ethical behavior.

ICF Professionals who accept the Code of Ethics strive to be ethical, even when doing so involves making difficult decisions or acting courageously.

## 2. KEY DEFINITIONS

- “Client”—the individual or team/group being coached, the coach being mentored or supervised, or the coach or the student coach being trained.
- “Coaching”—partnering with Clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.
- “Coaching Relationship”—a relationship that is established by the ICF Professional and the Client(s)/Sponsor(s) under an agreement or a contract that defines the responsibilities and expectations of each party.
- “Code”—ICF Code of Ethics
- “Confidentiality”—protection of any information obtained around the coaching engagement unless consent to release is given.
- “Conflict of Interest”—a situation in which an ICF Professional is involved in multiple interests where serving one interest could work against or be in conflict with another. This could be financial, personal or otherwise.
- “Equality”—a situation in which all people experience inclusion, access to resources and opportunity, regardless of their race, ethnicity, national origin, color, gender, sexual orientation, gender identity, age, religion, immigration status, mental or physical disability, and other areas of human difference.
- “ICF Professional”—individuals who represent themselves as an ICF Member or ICF Credential-holder, in roles including but not limited to Coach, Coach Supervisor, Mentor Coach, Coach Trainer, and Student of Coaching
- “ICF Staff”—the ICF support personnel who are contracted by the managing company that provides professional management and administrative services on behalf of ICF.

- “Internal Coach”—an individual who is employed within an organization and coaches either part-time or full-time the employees of that organization.
- “Sponsor”—the entity (including its representatives) paying for and/or arranging or defining the coaching services to be provided.
- “Support Personnel”—the people who work for ICF Professionals in support of their Clients.
- “Systemic equality”—gender equality, race equality and other forms of equality that are institutionalized in the ethics, core values, policies, structures, and cultures of communities, organizations, nations and society.

### 3. ICF CORE VALUES AND ETHICAL PRINCIPLES

The ICF Code of Ethics is based on the ICF Core Values ([link](#)) and the actions that flow from them. All values are equally important and support one another. These values are aspirational and should be used as a way to understand and interpret the standards. All ICF Professionals are expected to showcase and propagate these Values in all their interactions.

### 4. ETHICAL STANDARDS

The following ethical standards are applied to the professional activities of ICF Professionals:

#### **Section I - Responsibility to clients**

As an ICF Professional, I:

1. (18) Explain and ensure that, prior to or at the initial meeting, my coaching Client(s) and Sponsor(s) understand the nature and potential value of coaching, the nature and limits of confidentiality, financial arrangements, and any other terms of the coaching agreement.
2. (19) Create an agreement/contract regarding the roles, responsibilities and rights of all parties involved with my Client(s) and Sponsor(s) prior to the commencement of services.
3. (24) Maintain the strictest levels of confidentiality with all parties as agreed upon. I am aware of and agree to comply with all applicable laws that pertain to personal data and communications.
4. (25) Have a clear understanding about how information is exchanged among all parties involved during all coaching interactions.
5. (26) Have a clear understanding with both Clients and Sponsors or interested parties about the conditions under which information will not be kept confidential (e.g., illegal activity, if required by law, pursuant to valid court order or subpoena; imminent or likely risk of danger to self or to others; etc.). Where I reasonably believe one of the above circumstances is applicable, I may need to inform appropriate authorities.
6. (14) When working as an Internal Coach, manage conflicts of interest or potential conflicts of interest with my coaching Clients and Sponsor(s) through coaching agreement(s) and ongoing dialogue. This should include addressing organizational roles, responsibilities, relationships, records, confidentiality and other reporting requirements.
7. (11) Maintain, store and dispose of any records, including electronic files and communications, created during my professional interactions in a manner that promotes confidentiality, security and privacy and complies with any applicable laws and agreements. Furthermore, I seek to make proper use of emerging and growing technological developments that are being used in coaching services (technology- assisted coaching services) and be aware how various ethical standards apply to them.

8. (23) Remain alert to indications that there might be a shift in the value received from the coaching relationship. If so, make a change in the relationship or encourage the Client(s)/Sponsor(s) to seek another coach, seek another professional or use a different resource.
9. (22) Respect all parties' right to terminate the coaching relationship at any point for any reason during the coaching process subject to the provisions of the agreement.
10. (13) Am sensitive to the implications of having multiple contracts and relationships with the same Client(s) and Sponsor(s) at the same time in order to avoid conflict of interest situations.
11. **Am aware of and actively manage any power or status difference between the Client and me that may be caused by cultural, relational, psychological or contextual issues.**
12. (15) Disclose to my Clients the potential receipt of compensation, and other benefits I may receive for referring my Clients to third parties.
13. (16) Assure consistent quality of coaching regardless of the amount or form of agreed compensation in any relationship.

## **Section II - Responsibility to practice and performance**

As an ICF Professional, I:

14. (2) Adhere to the ICF Code of Ethics in all my interactions. When I become aware of a possible breach of the Code by myself or I recognize unethical behavior in another ICF Professional, I respectfully raise the matter with those involved. If this does not resolve the matter, I refer it to a formal authority (e.g., ICF Global) for resolution.
15. (27) Require adherence to the ICF Code of Ethics by all Support Personnel.
16. (28) Commit to excellence through continued personal, professional and ethical development.
17. (8) Recognize my personal limitations or circumstances that may impair, conflict with or interfere with my coaching performance or my professional coaching relationships. I will reach out for support to determine the action to be taken and, if necessary, promptly seek relevant professional guidance. This may include suspending or terminating my coaching relationship(s).
18. (13) Resolve any conflict of interest or potential conflict of interest by working through the issue with relevant parties, seeking professional assistance, or suspending temporarily or ending the professional relationship.
19. (12) Maintain the privacy of ICF Members and use the ICF Member contact information (email addresses, telephone numbers, and so on) only as authorized by ICF or the ICF Member.

## **Section III – Responsibility to professionalism**

As an ICF Professional, I:

20. (6) Identify accurately my coaching qualifications, my level of coaching competency, expertise, experience, training, certifications and ICF Credentials.
21. (5 & 17) Make verbal and written statements that are true and accurate about what I offer as an ICF Professional, what is offered by ICF, the coaching profession, and the potential value of coaching.
22. (3) Communicate and create awareness with those who need to be informed of the ethical responsibilities established by this Code.
23. (20) Hold responsibility for being aware of and setting clear, appropriate and culturally sensitive boundaries that govern interactions, physical or otherwise.
24. (21) Do not participate in any sexual or romantic engagement with Client(s) or Sponsor(s). I will be ever mindful of the level of intimacy appropriate for the relationship. I take the appropriate action to address the issue or cancel the engagement.

## **Section IV - Responsibility to society**

As an ICF Professional, I:

25. (4) Avoid discrimination by maintaining fairness and equality in all activities and operations, while respecting local rules and cultural practices. This includes, but is not limited to, discrimination on the basis of age, race, gender expression, ethnicity, sexual orientation, religion, national origin, disability or military status.
26. (7) Recognize and honor the contributions and intellectual property of others, only claiming ownership of my own material. I understand that a breach of this standard may subject me to legal remedy by a third party.
27. (10) Am honest and work within recognized scientific standards, applicable subject guidelines and boundaries of my competence when conducting and reporting research.
28. Am aware of my and my clients' impact on society. I adhere to the philosophy of "doing good," versus "avoiding bad."

## **5. THE PLEDGE OF ETHICS OF THE ICF PROFESSIONAL:**

As an ICF Professional, in accordance with the Standards of the ICF Code of Ethics, I acknowledge and agree to fulfill my ethical and legal obligations to my coaching Client(s), Sponsor(s), colleagues and to the public at large.

If I breach any part of the ICF Code of Ethics, I agree that the ICF in its sole discretion may hold me accountable for so doing. I further agree that my accountability to the ICF for any breach may include sanctions, such as mandatory additional coach training or other education or loss of my ICF Membership and/or my ICF Credentials.

For more information on the Ethical Conduct Review Process including the links to file a complaint, please click the button below.

*Adopted by the ICF Global Board of Directors September 2019*

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Have questions or comments about this ethics session, ethics in general or the upcoming Staying Out of Ethical Hot Water Workshop? Contact: Tina Elliot of Synergy Coaching & Consulting Services, via email: [tina@synergycoaching.org](mailto:tina@synergycoaching.org), website: [http://www.synergycoaching.org/ethics\\_workshop\\_information.htm](http://www.synergycoaching.org/ethics_workshop_information.htm) or call 928-772-4630.