



Accountability agreement

This agreement summarises the personal commitment between the Tactician and the Member to ensure a successful relationship.

The relationship

In agreeing to a relationship, the Tactician and the Member understand that guidance:

- May address specific projects, work performance, skill levels, and general conditions in the Member's profession or life.
- Requires a co-active, collaborative approach. In the relationship, the Tactician plays the role of a facilitator of change. It is the Member's responsibility to enact change and implement actions that have been agreed to between sessions.
- Is not therapy and does not aim to treat psychological problems. If such issues arise during the relationship the Tactician may recommend referral to an appropriately qualified professional.

The Tactician's commitments

The Tactician will:

- Engage in direct and personal conversations by telephone, or other means, as jointly agreed with the Member.
- Agree the most useful and desired outcomes with the Member.
- Provide guidance, a blend of traditional coaching, mentoring, advising and sharing of experience.
- Use contemporary executive coaching practices and share personal experience throughout the guidance sessions.
- Create a safe, yet challenging environment for the Member to promote exploration and discovery.
- Seek feedback from the Member and review outcomes achieved against the goals set.
- Provide guidance to the Member within six business hours of the request, or sooner.
- Advise the Member when the guidance session has reached the number of TTU requested and not exceed the agreed TTU unless without the Member's prior agreement.
- Confirm the number of TTU used at the end of every conversation.
- Maintain up-to-date records of the Member's TTU usage and make these available at the Member's request.
- Recommend the guidance of another Tactician at any point that specific expertise is requested / required. The Tactician will support the Member in the selection process.

The Member's commitments

The Member will:

- Advise the Tactician of any existing relevant professional relationships (ie, coaches, counsellors, psychologists, psychiatrists).
- Set with the Tactician, the interim activities to be carried out between guidance sessions and action these between sessions in order to obtain the full benefit from this relationship
- Demonstrate a willingness to be actively involved and committed to growth and development.
- Participate with an open mind and a readiness to move forward.
- Give permission to the Tactician to challenge and confront thinking, behaviours and feelings during the guidance sessions in support of development goals.
- Be responsible for taking notes and documenting guidance sessions.
- Contact the Tactician when in-the-moment guidance is required by calling the Tactician directly or by sending an SMS with the preferred time and contact details.
- Be on time for all pre-arranged guidance sessions.
- Advise the Tactician how many TTU they intend to use for each guidance session at the start of the session, whether pre-scheduled or ad-hoc.



Ethics and confidentiality

- Any specific information discussed or issues raised during the course of guidance will be treated as confidential and will not be disclosed to anyone else. The exceptions to this are:
 - Member consent;
 - Risk to safety of the Member and / or others;
 - Broad thematic reports supplied to My Personal Tactician HQ for the purposes providing additional products and information to Members.
 - Statutory obligations
 - Court order or subpoena
- If the Tactician maintains session notes for their own reference, this information will be stored securely and kept confidential, except in circumstances outlined above.
- The Tactician may, if requested by the Member's employer (where applicable), provide broad reports on the progress of the guidance. No detailed content of the guidance discussions will be reported without the Member's express permission.

Timing and cancellations

Guidance sessions will last for number of TTU agreed unless varied by the Member.

A minimum of 24 hours notice is required for cancellations of prearranged guidance sessions otherwise the requested number of TTU will be deducted from the Member's balance.