



## THE DIFFERENCE THAT MAKES THE DIFFERENCE

### CODE OF ETHICS

1. As trainers of NLP we abide by the Code of Ethics set out on the Association of NLP professionals' website. We maintain standards of conduct for NLP trainers in the way we inform and protect members of the public seeking training in NLP, both in the explicit training we conduct and in the examples we set to uphold the integrity and value of NLP.
2. During an NLP training course, trainees may find themselves in a vulnerable situation where painful and potentially difficult material may be revealed. The objective of the training course is learning and not ongoing personal therapy, but we endeavour to handle any issues that may arise in a caring and sensitive manner and to follow up any issues by the end of the day's training.
3. We expect all trainees to show respect for the map of the world of other trainees in particular those trainees willing to share their content. We respect everyone's right to do the training content free.
4. We welcome trainees from diverse backgrounds and have an inclusive approach to training. We respect and value the dignity of trainees with regard to issues of origin, status, gender, age, beliefs, sexual orientation or disability.
5. We encourage trainees to try all techniques, to pre-read the course text and carry out their own research around the subject matter. We are happy to discuss your readings and thoughts and answer any questions regarding our approach and techniques and application of the techniques.
6. We aim to keep all communication professional yet friendly to build rapport and to facilitate a safe learning environment.
7. We love our subject of NLP and as such participate in our own professional development to ensure our skills remain high quality and to keep our knowledge and skills up-to-date. We are members of professional organisations that uphold the codes and ethics in the field of NLP and other integrative practices.
8. We are happy to refer trainees to other practitioners in the field of NLP who have a specialism in a specific area where appropriate.
9. Congruence is an important principle in NLP and one we aim to embody. We uphold the principles and values of NLP in our personal lives, ensuring we apply the techniques or seek the support of an NLP coach to make desired changes and keep ourselves functioning at our optimum level. It is for this reason, we are willing to model the

techniques on ourselves and work through an issue where no trainee can offer an issue they wish to explore.

10. At the beginning of our courses we establish a contract for confidential working which makes explicit the responsibilities of all those in the room, both trainers and trainees. We expect all participants in the training not to discuss personal matters raised during the training outside of the training room. We are both safeguarding trained.
11. Detailed information about specific trainees or former trainees may be used for publication, training materials or in meetings only with the trainees' permission and with anonymity preserved. We only allow the use of recording devices while trainees are practising or being models with the explicit permission of both parties. We do not share information on our database with other parties.
12. Successful learning is affected by the relationship with your trainer. We believe so strongly in the benefits of NLP training that we would respect your choice to choose an alternative training company if that is right for you. Where we are unable to resolve with you directly any difficulties, we will refer the matter to an independent party, for example the Association of Neurolinguistic Programming professionals.

