WORKING WITH US

Code of Conduct

CROSSTALK LAB, LLC · Effective 11 November 2026

This code applies to everyone in our courses, workshops, camps, webinars, Afternoon Tea, The Living Room, Reverse Mentoring, Young Scholars, mentoring and in-person events: participants, mentees, speakers, trainers and the CROSSTALK LAB team.

1. Respect everyone

- Be respectful, patient and inclusive. Disagree with ideas, not people.
- No harassment, bullying, discrimination or offensive language or images, including on grounds of gender, race, religion, nationality, disability or age.
- Don't interrupt others.

2. Online sessions

- Register and join with your real name (First Last, Institution). It is also how we issue certificates.
- Keep the chat and Q&A on topic. Ask questions with "Raise Hand" or the Q&A box.
- No promotional messages, unrelated links or spam.
- Keep your microphone muted unless you are speaking.
- If you registered but can't attend, cancel through your Zoom link to free your seat.

3. Protect other people's privacy

- Don't take screenshots, recordings or clips of sessions or participants without permission.
- Don't share other participants' contact details, research ideas or data discussed in a session.
- What people share in our clinics and in The Living Room stays there.

4. Academic integrity

- Present only your own work. No plagiarism, fabrication or falsification.
- Disclose AI use and other support where your university or journal asks you to.
- Don't ask us to write work for you to submit as your own.

5. Course materials

Slides and materials are for your own learning. Please don't resell or republish them (see our **Terms and Conditions**).

6. Young participants (under 18)

- A parent or guardian gives consent and is kept informed.
- We communicate with young participants through their parent, guardian or school, or in group channels the guardian knows about. Team members do not contact young participants privately on personal social media.

- Any safety concern is reported to the founder straight away.

7. Our commitments to you

Our team treats every participant fairly, keeps your work confidential, gives honest feedback and never promises outcomes we cannot control.

8. Reporting a concern

Tell the trainer during the session, or email info@crosstalklab.com. Reports are handled confidentially, following our **Complaint Policy**.

9. If the code is broken

Depending on how serious it is, we may give a warning, remove someone from the chat or session, withhold a certificate, or decline future bookings. Someone removed for a serious breach is not entitled to a refund.

Contact

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