



What is coaching?

Coaching is partnering with clients in a thought-provoking and creative process that inspires them to maximise their personal and professional potential.

Recent research points out the huge personal benefits to coaching clients, particularly at times of change. People might see a coach to improve their circumstances, to achieve their goals or to learn new ways of approaching issues.

Common benefits people experience from coaching include:

- Better performance
- Improved sense of direction and focus
- Increased knowledge of self and self- awareness
- Enhanced ability to relate to and influence others
- Stronger motivation
- Improved performance effectiveness
- Increased resourcefulness
- More confidence

Central to the philosophy of coaching is a belief in the potential of the person being coached – the coachee - to improve their performance and develop their own solutions. While the coach need not be a technical expert in aspects of the coachees’ work, they must have credibility in order to build the relationship.

Coaches on the London Leadership Academy’s CoachNet register have all completed an accredited coaching skills programme and undertake regular supervision and development of their skills.

Do I need a coach or mentor?

You may be unsure as to whether you need a coach or a mentor. The main differences between coaching and mentoring are detailed below:

Mentoring	Coaching
<ul style="list-style-type: none"> • Ongoing relationship that can last for a long time 	<ul style="list-style-type: none"> • Relationship generally has a set duration
<ul style="list-style-type: none"> • Can be more informal and meetings can take place as and when the client needs advice, guidance or support 	<ul style="list-style-type: none"> • Generally more structured in nature and meetings are scheduled regularly
<ul style="list-style-type: none"> • More long-term and takes a broader view of the person 	<ul style="list-style-type: none"> • Short-term and focused on specific development areas/issues
<ul style="list-style-type: none"> • Mentor is usually more experienced and qualified than the client; often a senior person in the organisation who can pass on knowledge, experience and can open doors to otherwise out-of-reach opportunities 	<ul style="list-style-type: none"> • Coaching is generally not determined by the level of experience the coach has of the client’s formal occupational role – rather this professional distance can help to unearth assumptions that people from the same field accept uncritically



To access coaching or mentoring support, please visit the London Leadership Academy website:

Coaching

<http://coaching.londonl4hpartnership.nhs.uk/>

Mentoring

<http://mentoring.londonl4hpartnership.nhs.uk/>

What happens during a coaching session?

A skilled coach will use a combination of questioning, listening, observation and feedback to create a conversation that is rich in insight and learning. Your coach will listen to you to find out who you are, what you think and what your current situation is. Your coach will encourage you to overcome obstacles and take action.

Coaching usually lasts for a defined period and focuses on specific work related skills and goals.

Goals will be set at the start of the coaching relationship, to give focus. At the end of the relationship, these goals will be evaluated by the coach and coachee.

Is coaching in confidence?

Your line manager needs to support your application for coaching, as well as give you the time and space for coaching. Coaching is based on trust and openness, and the content of your sessions is confidential.

Meet your match!

We are pleased to introduce our online CoachNet service, enabling staff to search for their own coach. The service is available to members of staff from all London NHS organisations who wish to develop their leadership skills, and who have been identified as individuals who would benefit from such coaching.

How to apply

If you have been identified to benefit from coaching by a sponsor in your organisation (HR/L&D/Line manager), you need to consider what you wish to gain from coaching. Once you have identified your goals, and have obtained support from your line manager, please register with our online CoachNet tool to get started.

Your application will be assessed by us, and if appropriate, approved. You will then receive an email from Coachnet with your username and password. This will enable you to log onto Coachnet and search for suitable coaches on the register in terms of their skills, location, experience etc. Any that you like the sound of you can click to send them an invitation to an initial "chemistry" meeting. You can invite up to 3 coaches to a chemistry meeting, before deciding on which coach to continue working with.

We recommend that the first meeting is face to face, to discuss the support you are looking for and to start to build a rapport. It is important that both you and your coach feel comfortable with each other. You do not have to continue the relationship past the chemistry meeting if you do not want to.

The coaches on the London Leadership Academy CoachNet Register provide their services **FREE** of charge so there is no financial barrier to getting the support you need.

What your coach will expect from you:

You need to be open to the potential of coaching, and be able to contribute to conversations honestly and openly. Your coach will expect you to stay committed to the process, which means attending sessions, taking your own notes and keeping any agreements you made during the sessions.

Queries:

CoachingandMentoring@ncel.hee.nhs.uk