WEBINAR

Welcome and introductions

- Name, organisation, position
- One thing that you have done to progress coaching or mentoring within your organisation since the last webinar in March

3-part series

Purpose:

- To expose CPiE practitioners to current approaches and programmes for coaching, mentoring and supervision

- To build their skills in coaching and mentoring staff

- To build their ability to establish or strengthen a coaching or mentoring program

Today's Learning Outcomes

- To apply knowledge of coaching skills, GROW model and habits to a case study

- To apply your ethical framework for coaching to the case study

Coaching case study

- There is high turnover in your team

- A new team member joined a few months ago. This person is someone identified as 'future talent' that the organisation would like to keep and develop

- You have been asked to provide coaching

How do you initiate the coaching to create rapport?

Skills

- Contracting- agree coaching objectives, frequency, confidentiality etc.

- Use of powerful questions

- Active listening skills

- Reflect, paraphrase

- Recognise emotions

- GROW model- Goals, Reality, Options, Way forward

Coaching case study

- You have been coaching for 3 sessions but feel that the coachee is not really engaging in the coaching

What can you do to increase the coachee's engagement?

Coaching case study

- After your wonderful coaching interventions in the last session, the coachee has really opened up in this session
- They have told you that they are finding their work extremely stressful, the workload is very high, the priorities are constantly changing and they feel upset at the situation of children and families which does not seem to be improving despite their hard work
- They have trouble sleeping at night and are getting irritated by small things

How would you respond?
What do you do and say now?

Ethics

- Are there any ethical considerations for you at this stage?

- What is your ethical framework for coaching?

- What is the organisational duty of care vis-a-vis the person specification statement 'Ability to work under pressure'

EMCC and AC Global Code of Ethics

- Context- understand client and sponsor's expectations
- Contracting- agree terms of relationship
- Integrity
- Confidentiality
- Inappropriate interactions
- Conflict of interests
- Terminating the relationship

- Maintaining reputation of the profession
- Recognise equality & diversity
- Breaches of professional conduct
- Legal duties
- Perform within competence
- On-going supervision
- Continuing professional development

THE ALLIANCE
FOR CHILD PROTECTION IN HUMANITARIAN ACTION

Coaching case study

- You have the next coaching session and you are feeling positive after the coachee opening up to you in the previous session

- However, today the coachee seems more withdrawn and hesitant in their responses

- *What can you do, or say?*

Coaching case study

- After you've used your coaching skills, the coachee opens up. The coachee tells you:
  - The work stress has been getting worse and they have been sleeping poorly and are extremely tired
  - When they come home from work the family is noisy and demands their attention which is also very stressful
  - They feel really, really ashamed of what they have done
  - They have been hitting their partner

What do you do or say?

THE ALLIANCE
FOR CHILD PROTECTION IN HUMANITARIAN ACTION

Ethics

- *What informs your ethical viewpoint?*

- Your personal views, experiences on domestic violence
- Organisational policies, procedures and culture
- Your relationship with the coachee
- Your understanding of your role as a coach
- How you contracted confidentiality at the outset
- Would you report this? If so, what would you report and to whom?

THE ALLIANCE
FOR CHILD PROTECTION IN HUMANITARIAN ACTION

Questions…

THE ALLIANCE
FOR CHILD PROTECTION IN HUMANITARIAN ACTION

What next?

- What is one thing that you will do to continue to build coaching and mentoring within your organisation?

- Many thanks for joining this webinar series and good luck with your coaching and mentoring
- Angie@bbfd.org.uk
- Facebook: BBFD Ltd

THANK YOU!

**THE ALLIANCE
FOR CHILD PROTECTION IN HUMANITARIAN ACTION**