



Leadership Academy

North East

# Coaching: what's in it for me?

**Critical Care Network**  
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Working with

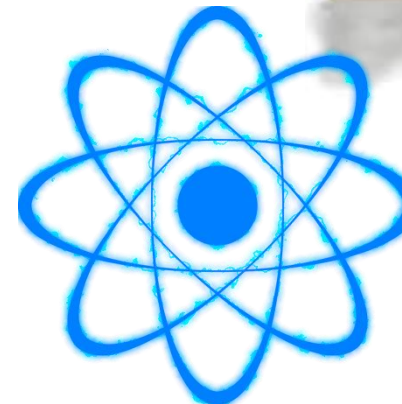
Health Education England

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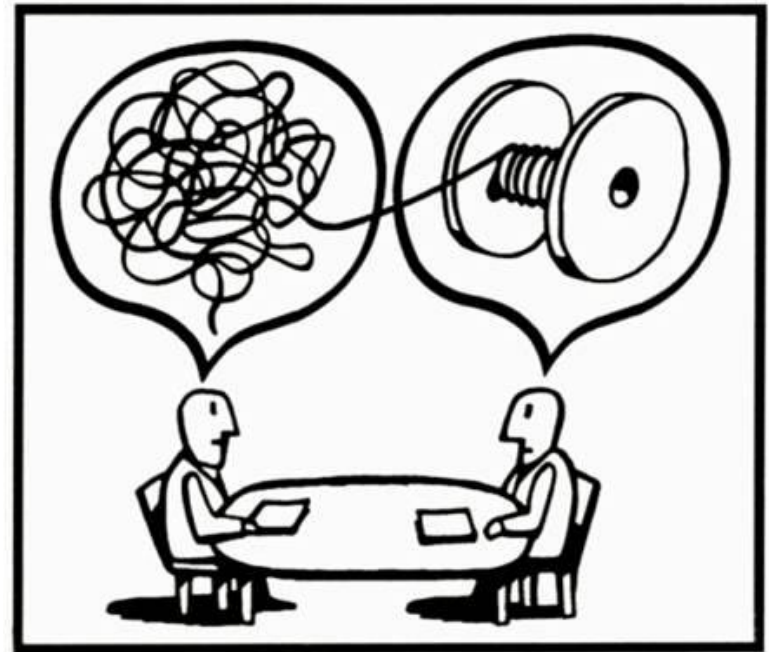
# FOE

- Complete the First column within the FOE worksheet
- Answer these quickly- don't dwell on what you think should be the right answer.



# What does coaching mean to you?

- How have you received coaching?
- How have you seen others receive coaching?
- What skills would an effective coach need to have?
- How does it differ from teaching?



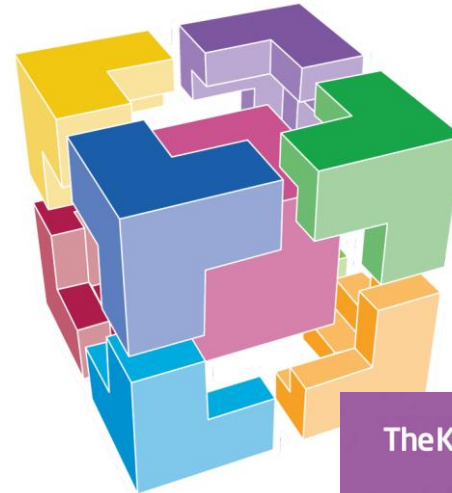
# Impact of Coaching

- Increase trust – high levels of trust within and across teams supports information sharing, clinical decision making, and overall impacts patient experience and outcomes
- Demonstrate compassion – staff who experience and/or observe compassion are more likely to behave with compassion
- Develop leadership in yourself and others – enable authority and autonomy to maintain collective leadership



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TheKingsFund >

Ideas that change  
health care

## Staff engagement

Six building blocks for  
harnessing the creativity  
and enthusiasm of NHS staff

Leadership  
in action

# 4 Pillars of Trust

- Presence
  - The quality of attention demonstrated illustrates your interest and commitment
  - Focus, Openness, Energy
- Disclosure
  - Accurate, timely and candid sharing of information
- Enquiry
  - Recognising others as able to bring value, wisdom and their unique experience.
- Commitment
  - Consistent and reliable responses, delivering on commitments, holding self and others to account



# Why do we have coaching conversations?

- Coaching is an everyday leadership tool
- Supporting staff to seek solutions increases their engagement and satisfaction



# How can we ensure our conversations have impact?

- To have an effective helping conversation, the right questions must be asked
- Work in a group of 3, and design the right questions to develop the pitch for a movie



# High Quality Questions

- At the heart of solution focused thinking and coaching is asking High Quality Questions of ourselves and others.
- Better quality thinking leads to better quality actions
- HQQ can
  1. Open the mind and engage the imagination (Could? Might? Possibly?)
  2. Focus the mind to gain clarity, plan and assess (Will? When? Scale of 1-10?)



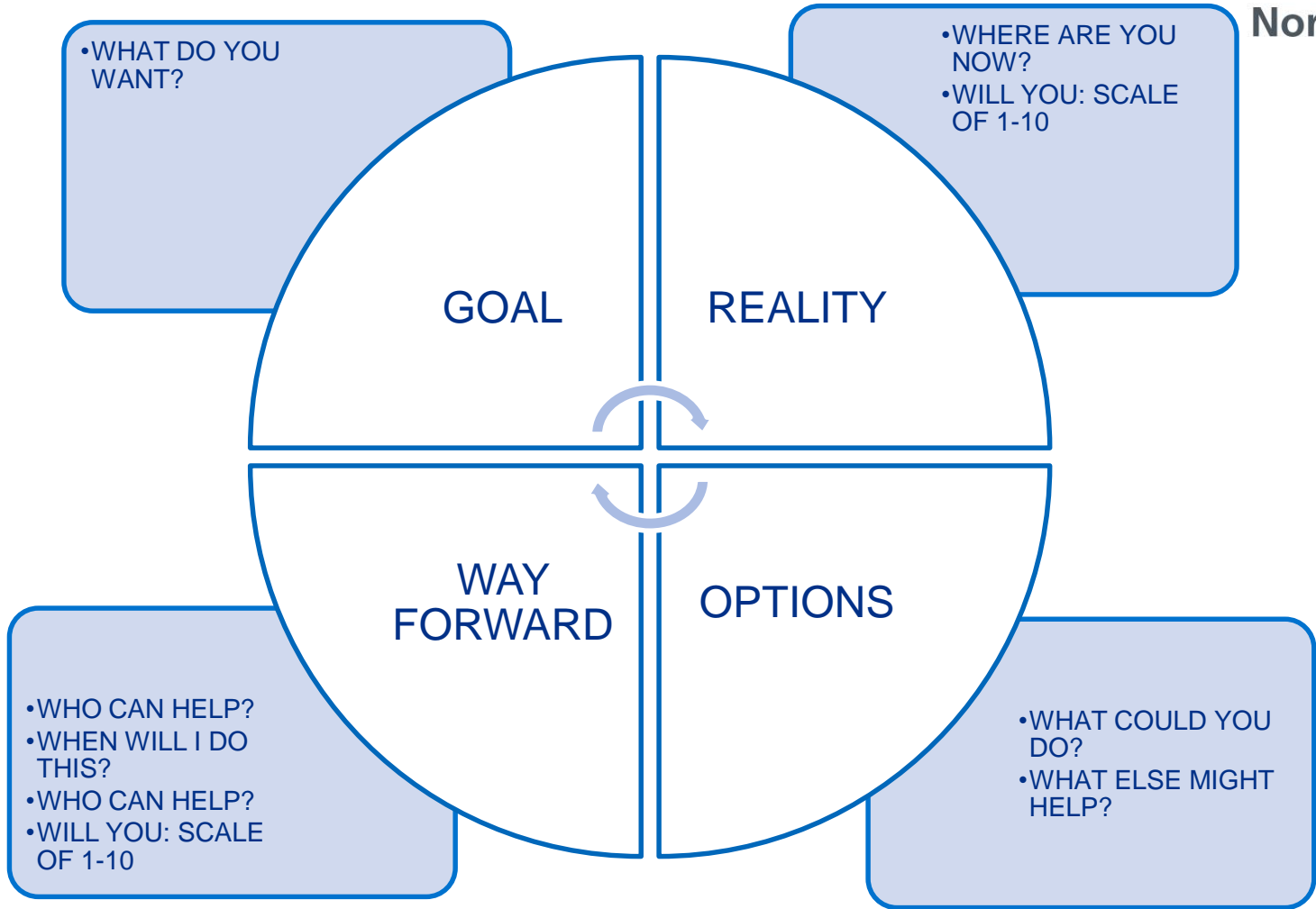


# GROW Coaching Model (Whitmore)



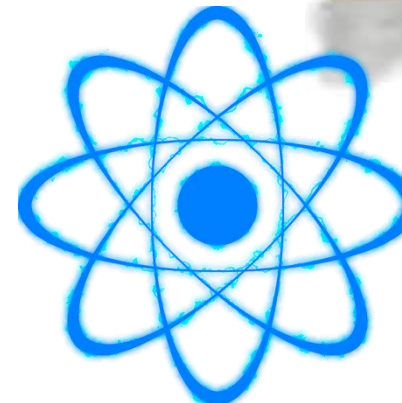
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# FOE

- Complete the Second column within the FOE worksheet
- Have you seen any changes?
- What has influenced this?



# Thank you

- Any questions for me?
- Starting tomorrow, what will you do differently?
- <https://www.nelacademy.nhs.uk>

