Be the best you can be
Coaching skills for OSH Practitioners
OUTLINE

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The Coaching Practitioner Model

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What is coaching?

Where do ideas and insights come from?
What is coaching?

“A coach is a collaborative partner who works with the learner to help them achieve goals, solve problems, learn and develop.”

Janice Caplan (2003). *Coaching for the Future: How Smart Companies Use Coaching and Mentoring*
What is coaching?

“Coaching is a non-directive form of development, where the coach – using highly developed listening skills and by asking insightful questions – pulls ideas, suggestions and plans from the coachee.

Mentoring uses the same skills as coaching but is generally used to describe a situation where a more experienced colleague uses their greater knowledge and understanding to support the development of another.”

Chartered Institute of Personnel and Development (CIPD)
Coaches often use a coaching model e.g. the GROW Model, to help them deploy their skills. A good coach: -

1. is an active listener; verbal and non-verbal expressions, gestures, metaphors

2. facilitates a conversation by asking great questions;

3. knows when and how to be person-centred;
The attributes of a good coach
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2. facilitates a conversation by asking great questions;

3. knows when and how to be person-centred; and

4. is solution-focused.
Being solutions-focused
“Suppose a miracle occurs tonight while you are sleeping, and when you wake in the morning, you have what you want.”

“How will you know you have it?”
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Figure 1 – You as a Practitioner dominates
You
Your knowledge
Your experience
Your understanding

Them
Their knowledge
Their experience
Their understanding

Figure 2 – You as a Coach dominates
Figure 3 – The Coaching Practitioner
Making the Transition

1. invest in your coaching skills;
2. find a coach and be coached;
3. find a role-model to emulate;
4. talk less, listen more, listen better;
5. tell less, question more, question better;
6. be person-centred, tap into the resources of others; and
7. be solution-focused.

2. Coaching experience – Live on Zoom

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“Coaching is not new but its place in the workplace is evolving. Increasingly, organisations aspire to have a culture in which managers and others are able to have live, in the moment, collaborative conversations as a means of solving problems and driving performance.”
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