



Coaching to improve performance newsletter

Welcome

Welcome to our newsletter. Our aim is to share best practice on coaching across the SE Region and to keep you up to date with new coaching developments. We welcome ideas from you so please send any contributions to annawright@me.com or dianne.smith@hazlebury-consulting.co.uk

Crib sheets

We now include crib sheets in the training to help with remembering questions. A crib sheet with key coaching questions covered in the programme can be downloaded [here](#)

New coaching agreement

Software company Fidessa have kindly allowed us to share their coaching contract. This is a best practice example of the sort of contract that could be developed in a local authority to define the parameters for coaching. It can be accessed [here](#)



Coaching evaluation

With your help, Di Smith has undertaken an evaluation of the impact of coaching training by surveying all those who attended the course before Autumn 2014. Key messages were:

- Participants' knowledge of coaching on a scale of 1 to 10 had increased from an average of 5 to 9
 - 96% of the participants are using coaching in their work as a manager/team leader with 23% using coaching a lot.
 - Examples of how they are using coaching include: supervision /1:1, prioritising work, Planning meetings, resolving issues, managing workloads, supporting staff changing roles,
 - 96% believe that coaching has improved their effectiveness as a manager/team leader with 25% believing their effectiveness has been improved a lot.
 - Examples cited of how coaching has improved effectiveness include:- Helps people to find own solutions, Staff find empowering, improved supervision, more confidence, develops planning skills reduces managers workload.
 - Where coaching has not been used participants cited the reasons for this as:- Not had time, fire fighting and reacting
- We are just initiating a new survey for those who attended training in the last 6 months.

New performance wheels

As a result of introducing coaching training into schools we have developed some new performance wheels. One is a classroom management performance wheel and one is an adolescent resilience wheel these are provided opposite. A template for these can be found [here](#). As a result of the performance wheel presentation the **Portsmouth Integrated commissioning team** have developed key competencies for commissioners for a performance wheel.

These are set out below.

Develop and implement a system for issuing of contracts and agreed service specifications with providers prior to service users being placed in services.

Conduct regular monitoring and review of Council & CCG contracts and highlighting issues to care managers and lead commissioners,

Ensure requirements of the Care Act and SEND reforms are addressed, to deliver a wide range of sustainable high quality care and support services available to the community, providing market oversight and managing provider failure.

Identify and analyse the scope of efficiencies and negotiations in contract prices with the teams particularly high cost residential care placements for adults and children.

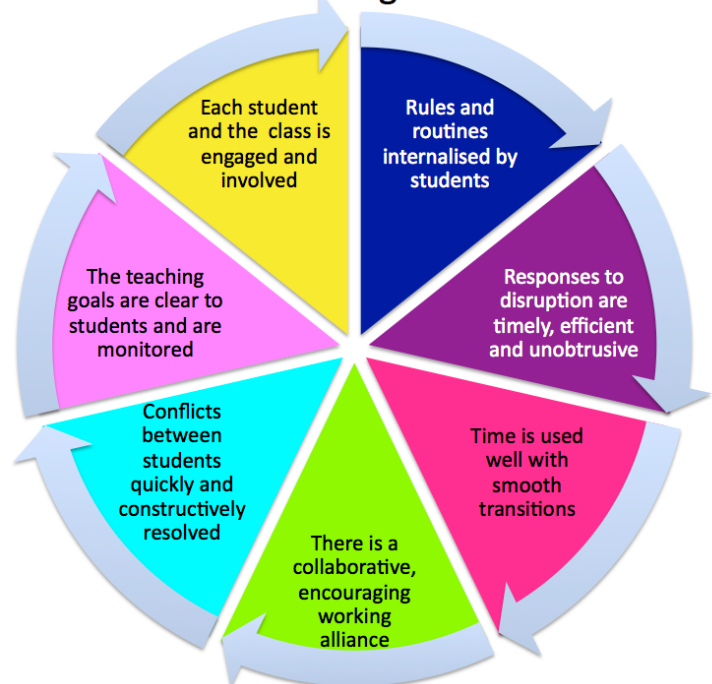
Review and streamline contracting processes, where possible, with corporate procurement and legal services to increase efficiency and effectiveness

Agreeing the strategy for procurement of domiciliary care services

Adolescent resilience wheel



Classroom management wheel



Coaching to address resistance

This [link](#) shows some examples of good solutions focused questions from Insoo Kim Berg and Steve de Shazer pioneers of solution focused brief therapy, which focus on resistance.

This [link](#) shows an excellent example of motivational interviewing for someone with depression, which highlights the strategies the coach uses to overcome resistance.