

Excellence in organisational coaching & mentoring:

Empowering, engaging & inspiring people at work

3rd July 2019, London



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Maximising Potential

Creating a coaching culture to support staff wellbeing in an NHS Trust



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County Hospital
NHS Foundation Trust



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Caring together

Learning together

Continuously improving

Excelling together

The Aim

- Share
- Engage
- Inspire

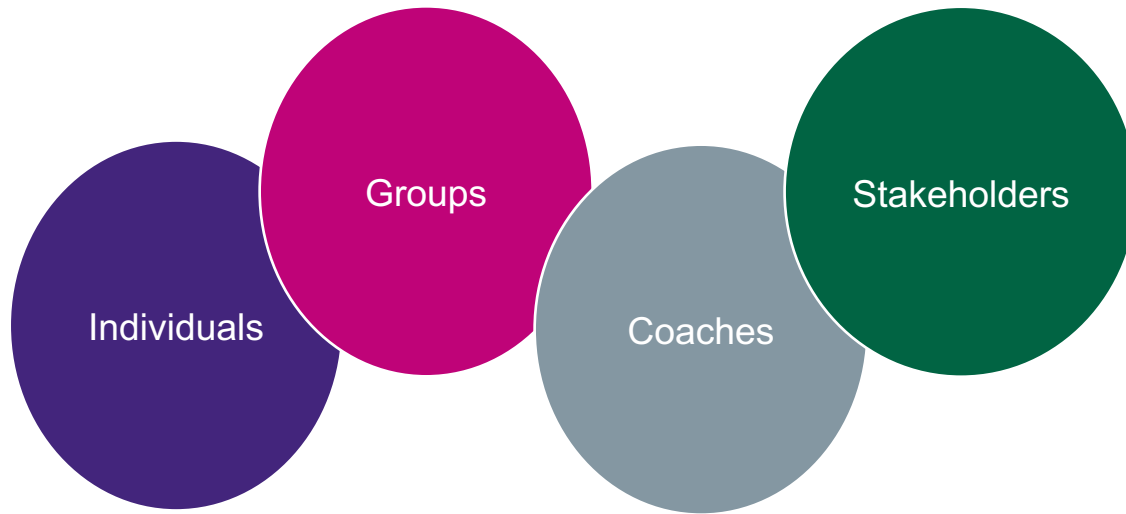


The catalyst for change

- Disengaged trainees
 - Lacked resilience
 - Lacked empowerment to support their own learning and development
- No regular coaching or mentoring support available
- Need for clinical educators to provide an innovative platform

The turning point

- The pharmacy 1-2-1 coaching programme
- 4 week inter-professional pilot programme developed
- Used Survey Monkey to measure the coaching impact on their attitudes and behaviours towards maximising their personal and professional potential



- Which of the above is the most important for you to engage with initially?
 - Who's your champion?

Implementation steps

- Pharmacy project shared at Education Steering group at RSCH
- Small network of passionate coaches
- Met to consider the vision and form project group
- Informed key champions and stakeholders to gain consent for the project
- Formalised project with objectives, timelines and a communication strategy: risks vs benefits
- Focused on links to NHS agenda

Inter-professional group coaching programme

- 4 stand alone sessions
 - Resilience
 - Confidence
 - Time management
 - Preparing for an interview

Inter-professional group coaching programme

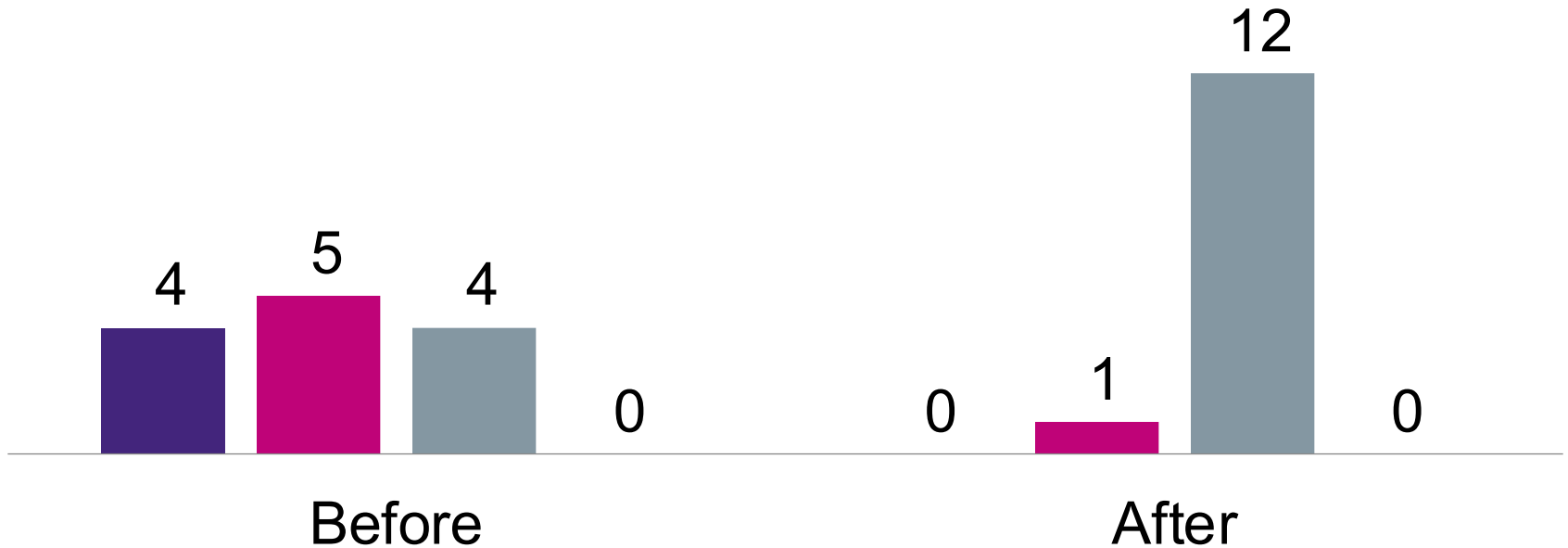
- Pilot with 15 trainees then rolled out trustwide with 8 cohorts in process
- Run by 4 trained coaches
- Max of 20 people per session
- Run monthly
- Pre and post session evaluation
- Accessible for everybody
- Report into Trust education steering group

The lessons learnt

- Participants embraced the group coaching sessions and enjoy partaking in group discussion in a safe environment
- Collaboration and networking across departments leads for richer discussions and gaining perspectives of other professions

Resilience

■ Unconfident ■ Neither ■ Confident ■ Very Confident



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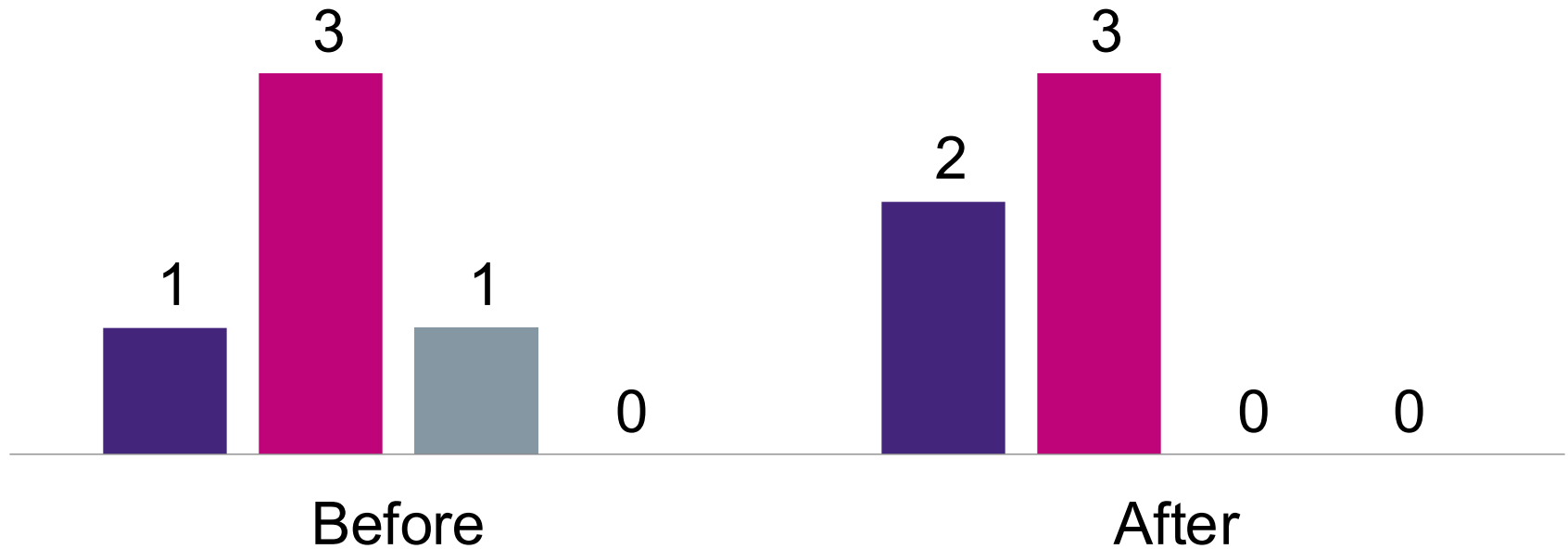
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Confidence

■ Unconfident ■ Neither ■ Confident ■ Very Confident



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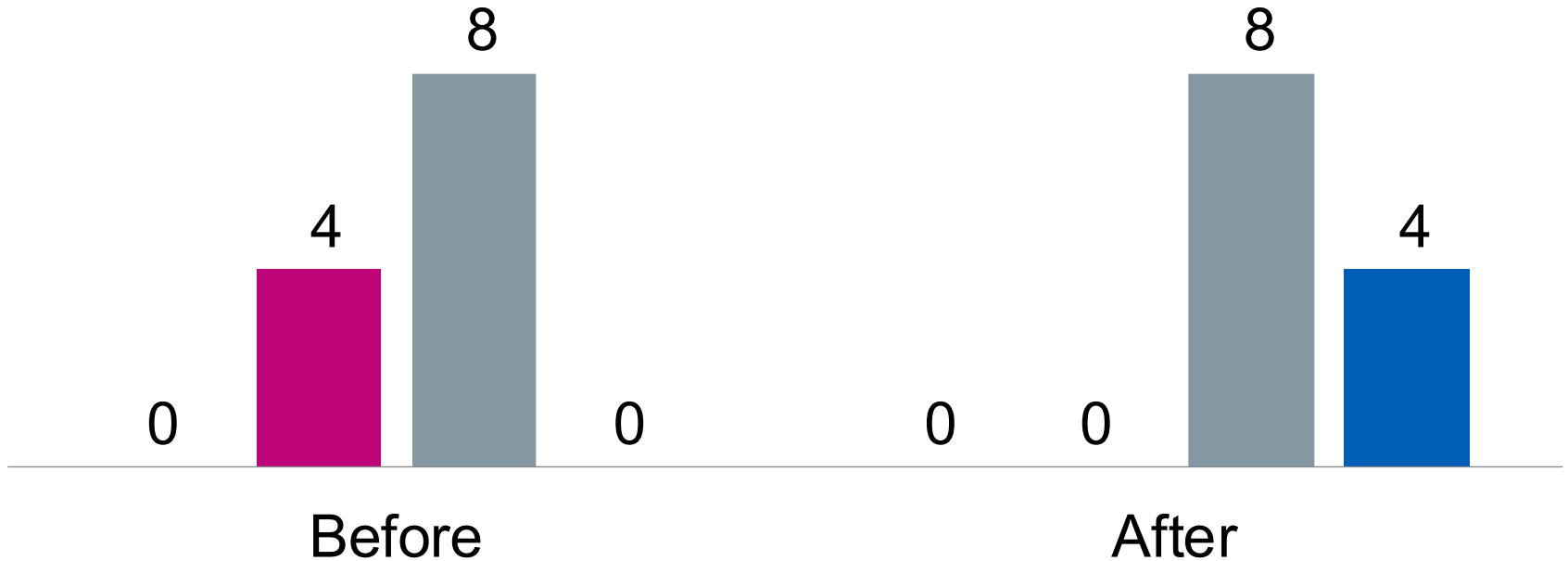
Learning together

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Time Management

■ Unconfident ■ Neither ■ Confident ■ Very Confident



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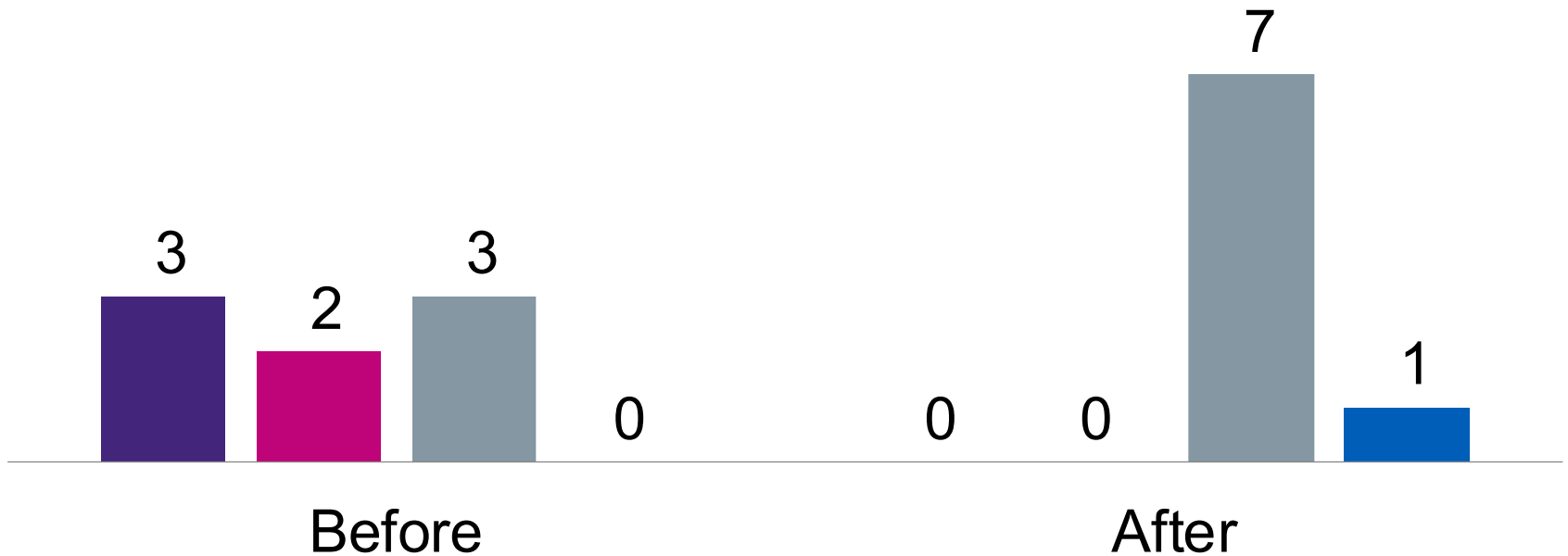
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Interview Skills

■ Unconfident ■ Neither ■ Confident ■ Very Confident



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What are the challenges to sustainability?

- Individuals
- Groups
- Coaches
- Stakeholders

Reflections

- Supervision for coaches
- Similar programmes and sharing best practice
- Peer coaching and expansion

Mindset - What's the truth in that?



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Barriers – what stops you expanding?

- What do you think are the barriers to implementing coaching?
- What is your vision?
- How would you pitch your project?
- The smallest step



Questions...



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Project team

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