

WHAT IS COACHING?

“Coaching is unlocking a person’s potential to maximise their own performance. It is helping them to learn rather than teaching them.” Whitmore (1992)

One to One Coaching

In simple terms, a ‘coach’ is someone who will work alongside someone being coached, the ‘coachee’, to help and support them in achieving goals that the coachee has identified. The coach is an expert in the skills of coaching and the subject matter or professional background of the person being coached is less relevant. What is most important is that the coach is skilled in the art of coaching and that coach and coachee can establish a rapport and relationship that creates a climate within which the coachee is empowered to reflect, and craft actions.

The Staff College approach to coaching, is to ensure that coach and coachee are ‘matched’ with consideration for coachee specified requirements including goals, hopes and intentions for outcomes and consideration for diversity characteristics and experience. Once the Staff College team have proposed an initial match, coach and coachee are invited to have a ‘chemistry conversation’ to check out if the match is likely to be effective:

- If the match is confirmed, the relationship can begin.
- If the match is not confirmed, by either coach or coachee, we will do our best to re-match based on feedback.

Once the match has been confirmed the coach will share the Staff College coaching agreement which sets out some principles within which the coaching will take place. [A copy of the agreement can be viewed here.](#)



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Coaching from a qualified individual who is not part of your organisation, in our experience, makes for a powerful conversation. Having a coach who is not connected to your accountability line or organisation is helpful in supporting you to ‘deep dive’ in your discussions and conversations. Coaching is a confidential relationship with no reporting back to your organisation other than possibly logistical information including for example dates of meetings.

All our coaches work within the Staff College code of ethics, [a copy of which can be viewed here.](#)

Group Coaching

Sometimes it can be helpful to consider group coaching. We can also help you with that. We have trained and experienced members of our associate coaching community who are skilled in facilitating and supporting group coaching and action learning sets.

Coaching Skills and Peer Coaching

Your organisation may be considering developing an organisational coaching culture. We can offer a programme of coaching skills workshops to support the development of peer coaching or as part of the development of effective leadership.

Coach Supervision

Coaching supervision is an essential element of the Staff College Continuous Quality Improvement (CQI) process for its coaches. We have qualified coach supervisors in our associate coaching community who your organisation can call on to provide supervision for coaches who are working as part of your staff team.

