

Co-coaching

Some hints and tips

Do ...	Don't ...
<ul style="list-style-type: none"> • encourage your colleague to explore things for themselves 	<ul style="list-style-type: none"> • jump in with your take on the situation, or start to provide solutions yourself
<ul style="list-style-type: none"> • provide an appropriate balance of support and challenge eg is there sufficient stretch? 	<ul style="list-style-type: none"> • assume challenge has to involve being very directive – reflecting back some assumptions your colleague is making may, in itself, be a powerful challenge
<ul style="list-style-type: none"> • use active listening techniques – the <i>EARS</i> process can be helpful: <ul style="list-style-type: none"> ○ <i>empathise</i> – try to understand their perspective ○ <i>acknowledge</i> – signal you are listening with words and body language ○ <i>reflect</i> – play back key words and phrases and give space for them to think ○ <i>summarise</i> – frequently sum up what has been said and where the conversation has gone 	<ul style="list-style-type: none"> • focus on yourself or become pre-occupied with what you are going to say next
<ul style="list-style-type: none"> • ask open questions to enable your colleague to steer the conversation and use their own words to describe their situation 	<ul style="list-style-type: none"> • make too many suggestions (the occasional idea may be helpful) – the focus needs to be on them and their thoughts/ideas, not you; be careful not to disguise your suggestions as questions.