# ELFT Coaching and Mentoring

Coaching & mentoring

Organisational Development

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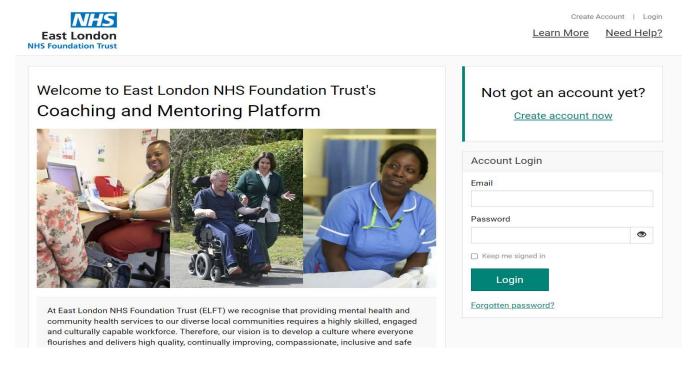
# ELFT Coaching and Mentoring

- Coaching and Mentoring can both, in their own ways, offer the benefits of supporting individuals with learning, development and performance to reach their full potential.

- Mentoring tends to describe the relationship in which a more experienced colleague shares their knowledge, skills and/or experience to support the development of those who are less experienced in their role. Mentoring relationships tend to be longer term.

- Coaching is typically described by a relationship where the coach provides guidance to a individual to help them achieve a specific goal/s. Coaches generally don't need to have direct experience of their coachees occupational role. Coaching relationships tend to be shorter term, set for a defined period of time.

- The ELFT Coaching and Mentoring Platform is designed to connect Coaches/Mentors and Coachees/Mentees and help them to get the best out of a coaching or mentoring relationship.

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# ELFT Coaching and Mentoring

**Access to and registering on the platform**

To register onto the ELFT coaching and mentoring platform simply access via the link https://elft.onpld.com/

# ELFT Coaching and Mentoring

**Profile**

- Once you have registered, the next step is to complete your profile.
- For mentors/coaches this information will help match you to mentees/coachees who are looking for your skills and experience.
- For mentees/coachees it provides the information to suggest potential mentors/coaches based on the matching criteria you select.
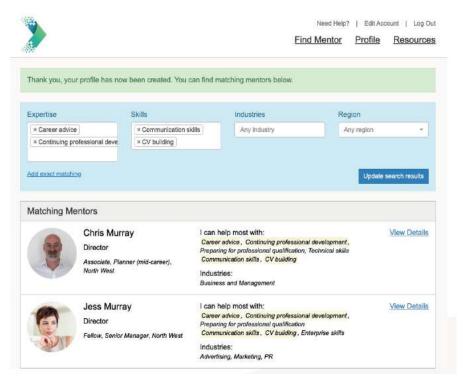
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**Matching process**

- Once a mentee/coachee has completed their profile, they will be shown a broad list of potential mentors/coaches who match the criteria they selected.
- The mentee/coachee can change the search criteria and narrow the search down by selecting specific criteria to do an exact match.
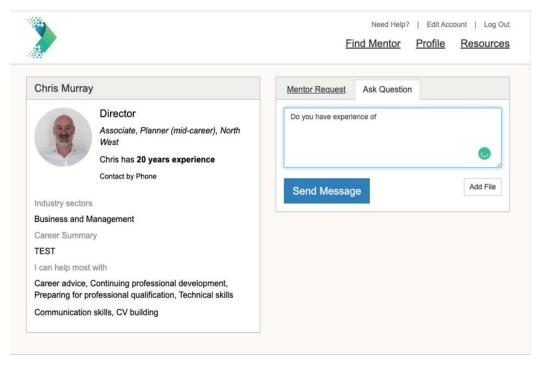
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**Matching process continued…**

- When viewing the mentor/coach's profile, mentees/coachees also have the option to ask them a question, this could be to help solve a specific issue or it may be to ask a question around the mentor/coach's experience, in order to determine if that mentor/coach would be the best match for them.
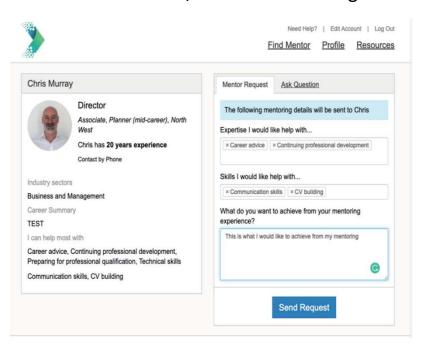
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**Matching process continued…**

- Once a mentee/coachee is satisfied that they have found an appropriate mentor/coach they can send a mentoring/coaching request. More detail around what type of support is required and why the mentee/coachee thinks the mentor/coach would be a good match can be added.



- The mentor/coach will be sent an email alert asking them to review the mentoring/coaching request and to respond by either accepting it or declining.

- Mentors/coaches can use the messaging function to contact the coachee prior to accepting if they feel they need to clarify anything before making their decision.

- If a mentor/coach does decline, the mentee/coachee is informed and can choose an alternative mentor/coach to send a coaching request to.
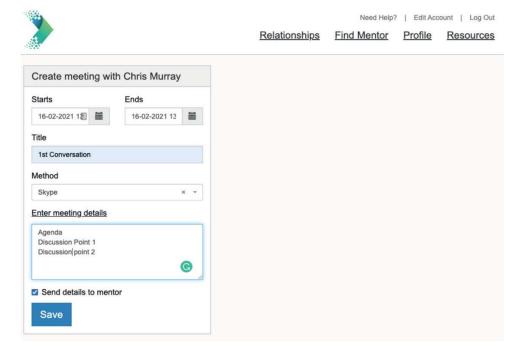
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## Arranging a Meeting

- Once a mentor/coach accepts a mentoring/coaching request the mentee/coachee is informed and at this point both the mentor/coach and mentee/coachee can find each other's contact details on the relationship dashboard.

- The mentee/coachee is asked to contact the mentor/coach to arrange the first conversation.

- If at any point either mentee/coachee or mentor/ coach decides they no longer wish to continue the relationship they can withdraw using the withdraw function under the Actions section of the relationship dashboard, providing a brief explanation.

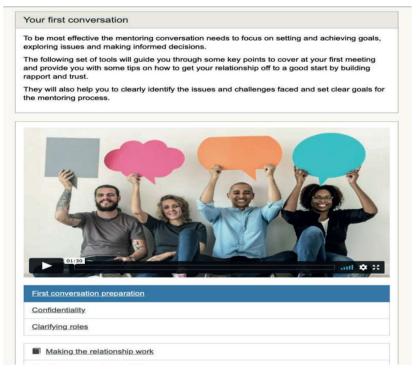# ELFT Coaching and Mentoring

**1st Conversation Preparation**

The purpose of the first session is to:

- help establish the relationship
- gain an understanding of the mentee/coachee's expectations and discuss potential goals
- contract for the mentoring/coaching relationship

After this initial conversation, the mentor/coach and mentee/coachee will schedule their first mentoring/coaching session.

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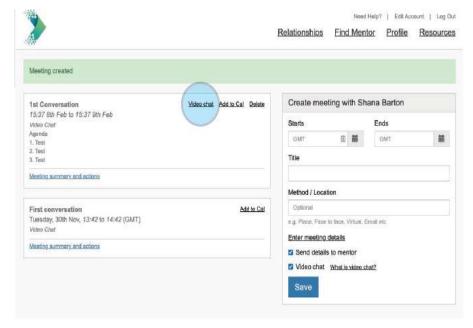**New function - Video Chat for remote meetings**

- The video chat feature has now been built into the platform to allow you to conduct your coaching/mentoring meetings remotely without the need to have a Zoom, Teams etc. account.
- The video tool can be used to arrange meetings and to record/store meeting notes and actions. This tool is only accessible once you are in a mentoring relationship (and notes/actions only for the sight of those in that particular coaching/mentoring relationship).
- The inbuilt video chat tool provides the capability to have an online video meeting directly from the platform. You simply select video chat when you create the meeting.

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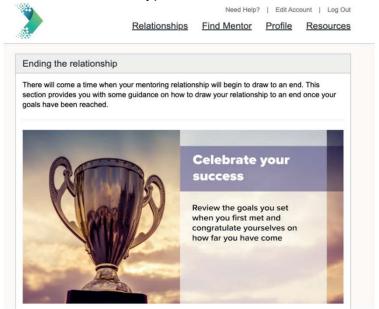**How to use Video Chat for remote meetings continued…**

- When you are ready to start the meeting click on Video Chat and follow the instructions from there.

- All you need is the link to your video chat room meeting and a web browser, no other software is needed.

- The video chat will function on mobile devices.

- Video chat works on all modern browsers. If you decide to screen share during a video chat, then we recommend using Chrome. Sharing a browser tab gives the best experience. Select any "Chrome Tab" that does not say "Video Chat".

- You can download the meeting invite to your calendar and you can join from your mobile using the link attached to the calendar.

- If you log into the mentoring platform from your mobile, you can access video chat directly from the meeting on your relationship dashboard.

- You can also click on the link on your meeting email alert on your mobile and it will take you into your meeting.

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**Completion of the process**

- Once you have completed the agreed mentoring/coaching sessions, the mentoring/coaching relationship will come to an end (unless it is felt that more sessions are necessary).



- You will be asked to provide valuable feedback by completing a short survey. The survey will be sent to you as soon as you complete the relationship.

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**Overview of process**



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**Tips for Mentors/Coaches**

- When setting up your profile remember to include information about your career highlights, any particular areas of expertise or guidance that you feel you can offer to a potential mentee/coachee.

- Don't forget to regularly go into your profile and refresh and update it as you acquire new skills and experiences.

**Tips for Mentees/Coachees**

- When completing your profile it is important to include as much detail as possible around what you are hoping to get out of a mentoring/coaching relationship. This will help your mentor/coach to determine whether they are able to provide you with the right support and plan how they might help you to achieve your goals.

- When looking for a mentor/coach the initial search will list the mentors/coaches at the top of the search who more closely match than those further down the list.

- Sometimes there may not be a mentor/coach who exactly fits your requirements so you may need to decide which criteria are the most important and search accordingly.

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## Extract from a testimonial - Coachee

**How useful do you find the process of coaching?**
I am fairly new in the process and initially it took me a while to understand the difference between supervision and coaching. Also, during my coaching journey I changed job roles and currently feels like I am starting a new coaching journey. I think I started seeing the value of coaching since the last 3 sessions…

**Have you had the opportunity to put into practice any insights, ideas or intentions from the coaching to date, if so, what did you notice…?**
Having a better life-work balance helped me to be more motivated and calmer at work. Having in mind that everyone has a different perspective on things has improved my working relations and I can see that people are more open when I acknowledge their struggles at work…Using X's guidance and advice when I was preparing for my interview, helped me to acknowledge my strengths and identify good examples that utilised successfully in my interview…

**What key areas of learning will you take / have you taken from the session/s?**
I see my coaching sessions as a journey. Every session is setting the stepping stone for the next key idea…
Some of the key areas of my learning are:
- Imposter syndrome: One of my biggest challenge is feeling that I do not do a good enough job or people might think that I am lazy. This is something I keep reflecting on and checking the facts and my progress with my colleagues and supervisor. I need to learn though focusing not only on things that do not go so well but also on my successes.
- Life-Work Balance: This is work in progress…In my new role I stopped working overtime and now I leave work at 5ish. I started having lunch breaks outside office/home, depending where I am working. I have made plans to take a few days annual leave every month and try to make fun plans for every weekend. I need to start exercise.

**Did that experience change for the better as a result of what you did? What was different? Anything else you may consider moving forward?**
I think overall coaching sessions have helped me to have a more holistic view of my career progression and avoid getting overconsumed with day to day struggles. X helped me to remain focused and positive and gradually I feel that I am building my confidence. Moving forward, I would like to maintain the changes I started implementing, especially around work-life balance. I would like to work on how to remain true to my values but at the same time being more flexible towards others…

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Thanks for your engagement! And all the best on your coaching/mentoring journey.

**Any further questions or queries?**

**Josephina Amuah -** josephina.amuah@nhs.net

**Happy Mentoring/Coaching**