

ELFT Coaching and Mentoring



**Coaching &
mentoring**

Organisational Development



Leadership



Teams



Coaching &
mentoring



Consultancy



Change



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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.

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/>

The screenshot shows the top of the ELFT Coaching and Mentoring Platform registration page. On the left is the NHS East London NHS Foundation Trust logo. On the right are links for 'Create Account | Login', 'Learn More', and 'Need Help?'. The main content area has a heading 'Welcome to East London NHS Foundation Trust's Coaching and Mentoring Platform' above three images: a woman at a desk, a man in a wheelchair being assisted, and a woman in blue scrubs. Below the images is a paragraph of text. On the right side of the page is a registration form with a 'Not got an account yet?' section containing a 'Create account now' link, and an 'Account Login' section with fields for 'Email' and 'Password', a 'Keep me signed in' checkbox, a 'Login' button, and a 'Forgotten password?' link.

NHS
East London
NHS Foundation Trust

Create Account | Login
[Learn More](#) [Need Help?](#)

Welcome to East London NHS Foundation Trust's Coaching and Mentoring Platform

At East London NHS Foundation Trust (ELFT) we recognise that providing mental health and community health services to our diverse local communities requires a highly skilled, engaged and culturally capable workforce. Therefore, our vision is to develop a culture where everyone flourishes and delivers high quality, continually improving, compassionate, inclusive and safe

Not got an account yet?
[Create account now](#)

Account Login

Email

Password

Keep me signed in

Login

[Forgotten password?](#)



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.

The screenshot shows a web interface for completing a profile. At the top right, there are links for 'Need Help?', 'Edit Account', and 'Log Out'. Below these are links for 'Profile' and 'Resources'. A blue banner at the top of the form area says 'Please complete your profile in order to find a mentor.' The form is titled 'Profile' and contains several sections: 'Job Title' with a text input field; 'Membership Grade' and 'Region' with dropdown menus; 'Job Level' and 'Contact methods' with dropdown menus; 'Industry sectors' with a text input field; 'Work Experience' with a large text area; 'Expertise I would like help with...' with a text input field; 'Skills I would like help with...' with a text input field; and 'What do you want to achieve from your mentoring experience?' with a large text area. At the bottom left, there is a link for 'Your profile picture'. At the bottom right, there is a blue button labeled 'Save Profile & Find Mentor'.



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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.

A screenshot of the ELFT Coaching and Mentoring search interface. At the top right, there are links for 'Need Help?', 'Edit Account', and 'Log Out'. Below these are links for 'Find Mentor', 'Profile', and 'Resources'. A green banner states: 'Thank you, your profile has now been created. You can find matching mentors below.' The search filters are organized into four columns: 'Expertise' with 'Career advice' and 'Continuing professional deve'; 'Skills' with 'Communication skills' and 'CV building'; 'Industries' with 'Any industry'; and 'Region' with 'Any region'. There is an 'Add exact matching' link and an 'Update search results' button. Below the filters is a 'Matching Mentors' section with two entries:

Matching Mentors	
 Chris Murray Director Associate, Planner (mid-career), North West	I can help most with: <i>Career advice, Continuing professional development, Preparing for professional qualification, Technical skills, Communication skills, CV building</i> Industries: <i>Business and Management</i> View Details
 Jess Murray Director Fellow, Senior Manager, North West	I can help most with: <i>Career advice, Continuing professional development, Preparing for professional qualification, Communication skills, CV building, Enterprise skills</i> Industries: <i>Advertising, Marketing, PR</i> View Details



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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.

A screenshot of the ELFT Coaching and Mentoring platform showing a mentor's profile. The profile is for Chris Murray, a Director with 20 years of experience. The page includes a navigation bar with "Need Help?", "Edit Account", and "Log Out" options, and links for "Find Mentor", "Profile", and "Resources". The profile section on the left shows a photo of Chris Murray, his title "Director", and his role "Associate, Planner (mid-career), North West". It also mentions "Chris has 20 years experience" and a "Contact by Phone" option. Below this, it lists "Industry sectors" as "Business and Management", a "Career Summary" section with the text "TEST", and "I can help most with" followed by "Career advice, Continuing professional development, Preparing for professional qualification, Technical skills" and "Communication skills, CV building". On the right side, there are two tabs: "Mentor Request" and "Ask Question". The "Ask Question" tab is active, showing a text input field with the placeholder "Do you have experience of" and a "Send Message" button. There is also an "Add File" button.



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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.

A screenshot of the ELFT Coaching and Mentoring interface. The page shows a profile for Chris Murray, a Director with 20 years of experience. The 'Mentor Request' form is active, with tabs for 'Mentor Request' and 'Ask Question'. The form includes a blue box stating 'The following mentoring details will be sent to Chris'. Below this, there are three sections: 'Expertise I would like help with...' with selected options 'Career advice' and 'Continuing professional development'; 'Skills I would like help with...' with selected options 'Communication skills' and 'CV building'; and 'What do you want to achieve from your mentoring experience?' with a text area containing 'This is what I would like to achieve from my mentoring'. A 'Send Request' button is at the bottom.

- 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.

ELFT Coaching and Mentoring



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.

Need Help? | Edit Account | Log Out

[Relationships](#) [Find Mentor](#) [Profile](#) [Resources](#)

Create meeting with Chris Murray

Starts 16-02-2021 13:00

Ends 16-02-2021 13:00

Title
1st Conversation

Method
Skype

Enter meeting details

Agenda
Discussion Point 1
Discussion point 2

Send details to mentor

Save



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.

Your first conversation

To be most effective the mentoring conversation needs to focus on setting and achieving goals, exploring issues and making informed decisions.

The following set of tools will guide you through some key points to cover at your first meeting and provide you with some tips on how to get your relationship off to a good start by building rapport and trust.

They will also help you to clearly identify the issues and challenges faced and set clear goals for the mentoring process.



01:30

First conversation preparation

- Confidentiality
- Clarifying roles
- Making the relationship work

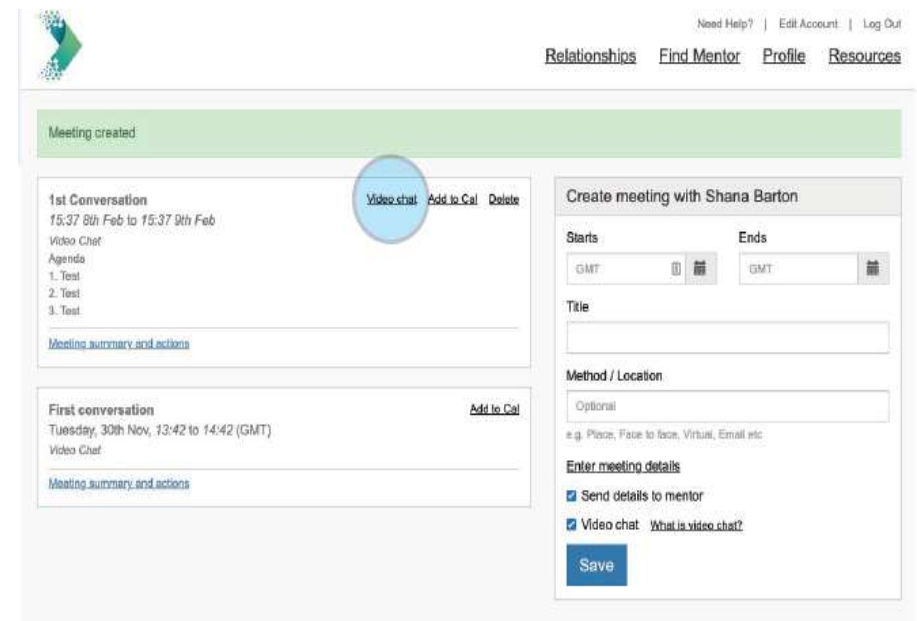


ELFT Coaching and Mentoring



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.

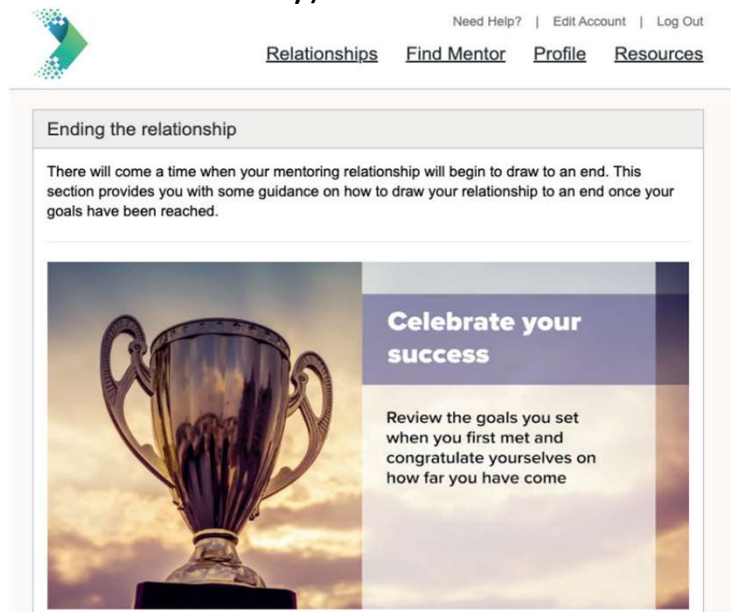


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Completion of the process

- 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).



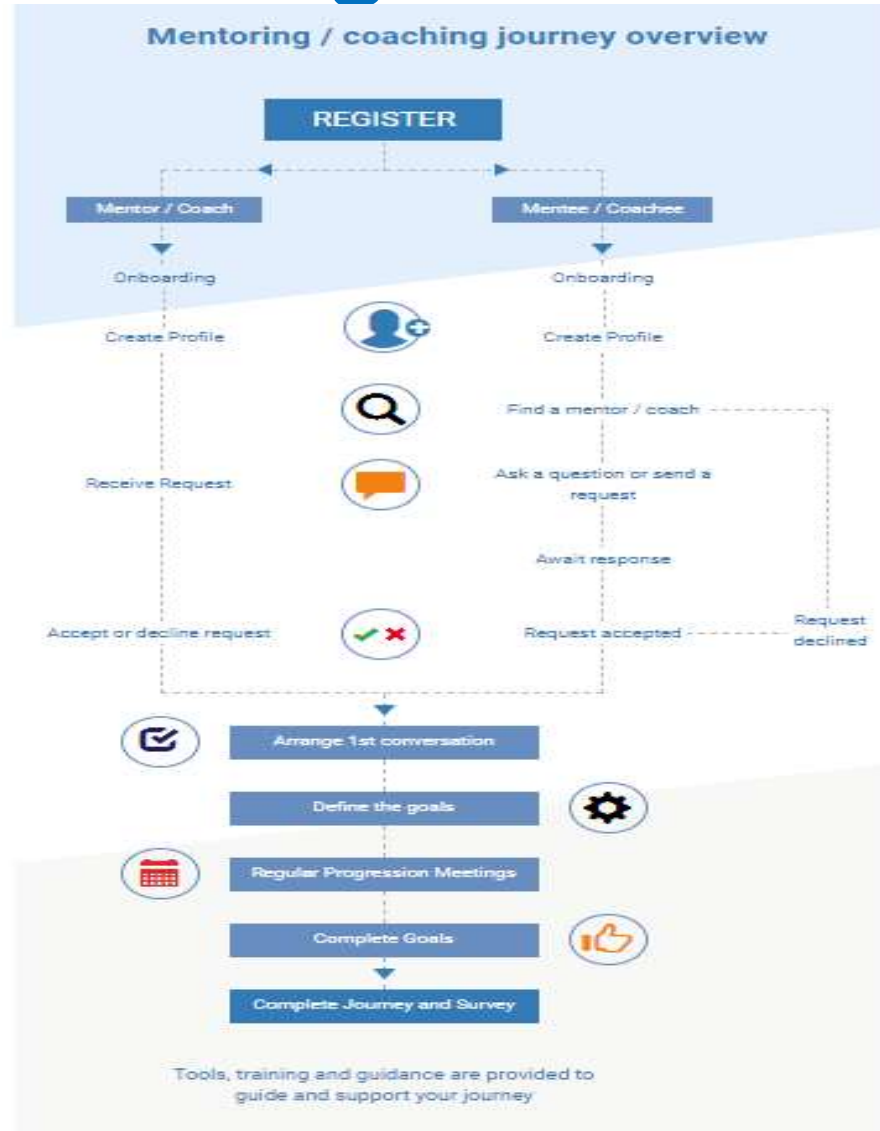
- You will be asked to provide valuable feedback by completing a short survey. The survey will be sent to you as soon as you complete the relationship.



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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?

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Happy Mentoring/Coaching



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