



**North West
Employers**

Our Coaching Service

Leadership. Workforce.
Governance. Connections.

Coaching

Our aim at North West Employers is to lead and support the region in creating a coaching culture. We believe that, through coaching, people can realise their potential and organisations can achieve outstanding results.

North West Employers has been at the forefront of coaching development in the region for many years and we are proud of our achievements to date and want to continue to help to inspire and enable people to coach.

The purpose of this document is to show you what we offer to support the coaching community in the public sector.

Suite of Coaching Support

We see our role within the region as operating at a number of different levels:

- Raising the profile of coaching in supporting organisational transformation
- Helping to increase coaching capacity
- Sharing best practice and providing a central point to share stories and resources
- Helping to create a sustainable approach to developing coaching skills and supporting coaches in their practice
- Providing direct support to individuals and teams

Our suite of coaching support aims to guide you through the resources available to help you find the best solution for you, your team or your organisation. The suite includes:

- finding a personal coach
- team coaching
- coach training and development
- supervision



A process which focuses on performance improvement and creating sustainable personal change. Helping individuals and teams to discover their own solutions to problems and unlock their undiscovered potential.

Coaching helps people to become the best they can be.



North West Employers

Finding a Personal Coach

Why work with a coach?

Coaching was previously seen as a deficit model, as a way to fix things, and yet the most effective use of coaching is with people who are already committed to their own development. The coach engages with the person to work through their agenda and help them achieve their full potential.

Coaching acknowledges that the challenges leaders face are not going to be resolved by taught programmes alone. For many managers, coaching provides the time and space to work on their own dilemmas as leaders, and discuss their challenges, which they may feel unable to resolve within the organisation.

Executive Coaching

We have a team of executive coaches who have been selected based on their experience, qualifications and expertise. They all have a proven track record of supporting senior managers with their leadership dilemmas and supporting people to develop and move forward.

All our coaches are highly qualified and have been practising for several years and each is committed to continuing their own development. You can view our team of Executive Coaches in our Executive Coaching Connections booklet which provides full details of each coach to help you select the best person to work with you.

The North West Coach Matching Service

We know that many of our members have recognised the benefits of coaching in personal and organisational development but we wanted to do more to share “good practice” and develop our collective coaching capability.

The North West Coach Matching Service is a web based system developed by North West Employers that will allow staff in our member organisations and partners to access a trained and experienced coach from another member organisation or partner to support performance improvement and personal development at no cost to the individual or the employer.

Our coaches will have the benefit of public sector knowledge and experience in the North West but will bring the independence and broader perspective of an external coach. For our coaches, it is a great way to continue to develop their coaching skills and experience and provides a very cost effective development option in the current financial climate.

You can view and use the Coaching Network by visiting: <http://coaching.nwemployers.org.uk>

Team Coaching

Team coaching is a powerful intervention for senior teams. It differs from traditional team building in that the whole team are involved from the outset in setting the agenda for the team coaching. It is an ongoing, flexible process rather than a one off event, and it works at a deeper level with the team in order to help them achieve more challenging goals.

Team coaching always starts with a diagnostic, involving one-2-ones with each member of the team and a team coach. This diagnostic will cover:

- team strengths
- team values
- beliefs and perceptions about the team both internally and externally
- current team dynamics
- team challenges
- potential areas for development for the team

A comprehensive report will then be prepared with recommendations on how team coaching will benefit the team and any other interventions which may be helpful. This is presented back to the team so that they are able to discuss it fully and decide whether to proceed with the team coaching.

The one-2-one diagnostic conversations are confidential and whilst information will be shared honestly in the report, comments will be non-attributable to individuals.

Team coaching can run in parallel to any other development the team or individuals within the team may be undertaking.

“ Team coaching has helped us to develop our understanding of what we need to do to be a high performing team. Our team meetings and discussions and decision making are now much more purposeful. We are much better able to constructively challenge and hold one another to account and are exploring the benefits of coaching across the organisation. ”

Mark Ford
High Peak
Community Housing

Coach Training and Development

Our training aims to support a range of needs and expertise and caters for varying levels of development. Selecting the right coach training is a difficult decision - we appreciate that. There are several offerings on the market and, at present, no industry-wide validating body to set standards and guarantee consistency of product and quality. As founder members of the European Mentoring and Coaching Council (EMCC) we are committed to remedying this situation. An ethical code is now available along with guidelines for supervision, and standards for both coach practitioners and training course providers will emerge in the coming.

Developing a Coaching Style of Leadership

This 3 day programme aims to provide senior managers with the tools and skills to develop a coaching style of leadership focusing on coaching in context to support organisational need as well as supporting and driving transformation.

You will spend two days examining coaching concepts, skills and benefits and provides senior managers with the tools with which to apply a coaching style across their leadership practice.

Delegates are then asked to identify practice opportunities for coaching and come back to a one day follow up to feedback on their experiences, discuss challenges and further opportunities and develop a strategy for using coaching to best effect within their organisation.

Developing Organisational Talent through Coaching

This 5 day programme has been developed specifically for chief executives and senior leaders to address the particular role they play in developing coaching cultures and includes a significant amount of coaching practice to develop their coaching style of leadership.

The programme provides a secure foundation for participants to commence coaching in their work setting and has a strong focus on the personal development of a coach. It also provides an opportunity to be coached, offering valuable support to work through their own leadership issues and challenges.

ILM Level 5 Certificate in Coaching and Mentoring

The Certificate in Coaching and Mentoring in Management is made up of three mandatory units which enable participants to understand, develop and demonstrate knowledge and skills in workplace coaching and mentoring.

In the first mandatory unit "understanding the skills and practice of effective management coaching and mentoring", participants explore the principles of coaching and the characteristics of effective coaches and mentors. They go on to understand the contribution coaching can make to an organisation and how to present the business case.

In the second unit, "reviewing own ability as a coach or mentor", participants are supported to review their own ability, skills and competence and provided with a safe and real environment to practice and develop their confidence and approach.

For the final mandatory unit participants will plan and deliver a short coaching or mentoring programme in line with their organisational, divisional or team goals.

ILM Level 7 Certificate in Executive Coaching and Mentoring

The ILM Level 7 Certificate in Executive coaching and Mentoring is amongst ILM's most senior qualifications. It provides managers and consultants, (both practicing and aspiring), the opportunity to develop as leading practitioners in their field. It will help them to gain a detailed understanding of the coaching contract, the knowledge and skills required to deliver results for individual clients and the opportunity to put these into practice whilst receiving coaching and supervision.

The programme is made up of three mandatory units directed towards developing your understanding and practical ability in coaching and mentoring at a high level.

In the first unit you will critically review the role and contribution of coaching and mentoring to individuals and organisations. During the second mandatory unit participants plan, deliver and review at least 20 hours of mentoring or coaching. The third unit is geared towards reviewing your own ability to perform effectively as a leadership mentor or executive coach; engaging in peer mentoring to seek feedback and advice on your individual performance.

“ I can't believe how much I have developed in 5 days. This will change the way I work, manage and live. ”

Paul Musgrave
Cumbria CC,
ILM L5 in Coaching and Mentoring

Following on from the above programmes there is also a future development opportunity consisting of an additional 11 days to achieve the Post Graduate Certificate as outlined below.

Post Graduate Certificate in Business and Executive Coaching

Validated by Leeds Metropolitan University and recognised by the European Coaching and Mentoring Council at the Senior Practitioner level, this programme is delivered through two and three day workshops. Course requirements include completion of three assignments and 60 hours of coaching and is stage one of the MA in Executive and Business Coaching (60 CATS points).

North West Coaching Network and CPD

To support the on going development of coaches across the region we facilitate a coaching network on a quarterly basis for coaches to come together to share good practice, tools and ideas; developing their coaching practice and to make connections with other coaches from across the region. Following the Network, during the afternoon, we offer peer supervision sessions.

To compliment the exchange session we also run CPD events focusing on the development of knowledge, understanding or practice on a current/key coaching theme.

We also offer a range of supplementary skills sessions to support coach development, such as:

- Neuro Linguistic Programming
- Coaching conferences
- Coach supervision
- Emotional Intelligence
- Team coaching
- Advice on implementing coaching strategies

as well as tailored, bespoke programmes which support the development and growth of coaches and their coaching practice.

Supervision

In line with agreed best practice throughout the coaching profession, North West Employers believe that all internal coaches who are providing coaching within their organisations should be supervised by a qualified, independent supervisor. Coaches who are undertaking approximately 10 - 30 hours or more should have access to supervision to support development and quality of the coach's practice.

Supervision can take many forms and organisations may use a variety of supervision options depending on the amount and type of coaching taking place in the organisation and their financial resources.

Supervision should take place with an experienced coach who has received the appropriate training to support other coaches through supervision.

As well as access to professionally trained coach supervisors who can support individual coaches or groups, we also provide supervision training to support peer supervisors working across organisations.

Sessions can be conducted face to face or over the telephone and on an individual or group level. If you would like to seek support from one of our trained supervisors, please contact Pat Wilson.

Contact details:

For further information on any aspect of North West Employers coaching offer contact:

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