



**Human Resources National Coaching
Service**
**Navigate your Guide to Consultant
Recruitment**

“Coaching A resource for you”



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

February 2017

Background



Priority 3 Learning and Development

Priority 3.14 - Develop coaching and mentoring as a key leadership and line management support in facilitating improved performance and service developments.

Priority 3.15 - Work with professional bodies and staff representative associations to develop Continuous Professional Development responses that support improved performance.



What is Coaching

- o International Coaching Federation defines coaching as partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential, which is particularly important in today's uncertain and complex environment.
- o Coaching is a growing field and increasingly recognised by individuals and organizations throughout the world. Coaching is future orientated and aims to help people when they feel stuck and want to bring about personal change in their lives and work, to shift their perspective, reflect on their choices and realise their individual potential.



What is Coaching

- Coaching is a powerful relationship for people wanting to make important changes in their lives, careers, businesses or organisations.
- It is a relationship where the total focus is on you and on what will help you achieve your goal. This is where the Coaching relationship is unique. There is no other relationship in our lives that offers this level of support, encouragement, challenge and feedback.



What is Coaching

- o It is also future focused, it does not want to focus on past experiences which may have been helpful or unhelpful but instead takes the learning from these experiences to help to set out a new path for the future.



What can I expect in a coaching meeting?

- The Coach will take the time to get to know who you are, what is important in your life, your working role, business or organisation.
- They will be curious about what makes you tick, what concerns you may have and what might be holding you back from achieving what you want.
- They will do this by asking helpful questions and sometimes challenging your thinking about issues. They will do this in a supportive and encouraging way with the focus being on your needs.



What can I expect in a coaching meeting?

- The coach will encourage you to set out some clear objectives for yourself that will help you to achieve the growth and learning you desire.
- The coach will not tell you what to do or provide advice and solutions rather they will believe that you have all your own answers and that you are the expert on you, your life and your work.



What about Confidentiality and coaching?

- o The nature and content of the discussions which form the coaching process are deemed to be private and personal to the individual client and as such will not be discussed with a third party without the express permission of the client. The caveat of this being that the coach reserves the right to notify the relevant body if the client is behaving unlawfully or is likely to cause damage to self, others or the organisation.




How do I know my coach is a professional coach?

- o They will have completed an accredited coach training programme with an accrediting body such as the International Coach Federation (ICF) and they may have achieved a credential such as ACC, PCC or MCC from ICF. They will demonstrate that they are committed to professional supervision and Continued Professional Development.



Coaching issues emerging ?

- o Feeling stuck in role
- o Managing work life balance
- o Recently promoted
- o Moving towards promotion
- o Explore opportunities
- o Increase self confidence
- o Stress
- o My approach to managing staff
- o Dealing with conflict within the team
- o Manage change



How do I measure success of Coaching ?

- o Essentially when you experience the movement, growth and change you want in your life, work or business then this is a measure of the success of coaching. A further measure of success is the sustainability of these changes into the future.

Coaching Benefits

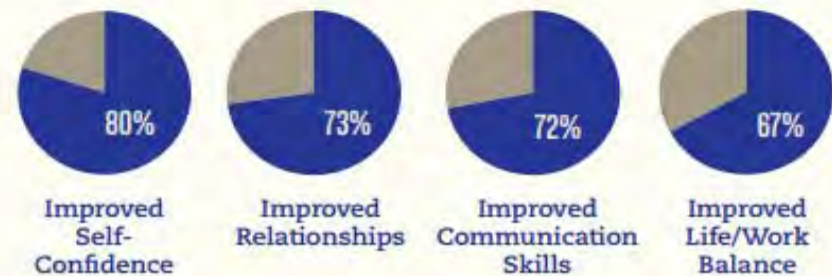
Professional coaching explicitly targets maximizing potential. At the heart of coaching is a creative and thought-provoking process that supports individuals to confidently pursue new ideas and alternative solutions with greater resilience.

Increased Productivity*



In the face of uncertainty caused by workforce reductions and other factors, expectations of the workforce that remains in a suffering company are very high. Restoring self-confidence to face the challenges is critical to meet organizational demands.

Positive People*





The Supported Consultant

- Partnering Supported Consultant with an Accredited Coach
- A key to the session is the Coaching Contract piece and what it is your bringing to the session to work on with the Coach
- The Coach is skilled in working with you to find solutions to the issues you raise
- Enter into a thought-provoking and creative process that inspires them to maximize their personal and professional potential.



The Supported Consultant

- A place to take time out for reflective work on you
- Learning from the Coaching will happen between each Coaching session as you will be given “take aways”
- Focusing on what is not been said together with what is been said



How Coaching happens?

- Application Form completed and submitted to HR.StaffDevelopment@hse.ie
- Coach assigned from Coaching Network
- Coach makes contacts with Coachee and agrees dates
- Coaching Agreement completed and signed by Coach and Coachee before Coaching commenced
- 4-6 Coaching 1:1 sessions will be held over the phone with each session lasting 1 hour max
- When Coaching ceases Coachee will be asked to complete an Evaluation Form



As we bring to a close today

*Here are some thoughts for you based on
Coaching experiences*



Thought for the Day

*Your knowledge will come from learning and
your wisdom will come from living.....*



Thought for the Day

A sincere effort is all you need. When things seem impossible, remember that sincere, persistent effort is often the difference between failure and success.....



Thought for the Day

A positive attitude makes all the difference in the world. A strong positive attitude creates success. Life is 10% how you make it and 90% how you take it.....



Thought for the Day

Drama often obscures the real issues. Drama doesn't just walk into your life – either you created it, invited it, or associate with it. Look at any drama in your life and see how to deal with it best to get it out of your way. Maturity starts when drama ends.....



Thought for the Day

Every achievement requires a sacrifice. And great achievements are usually born of great sacrifices. If you aren't willing to make sacrifices for what you want, what you want will be the sacrifice. A noble purpose inspires sacrifice, stimulates innovation and encourages perseverance.....



Thought for the Day

Fear is the greatest enemy. Simply put; don't let fear rule your life. Being in charge and taking control will motivate you like nothing else.....



Thought for the Day

Keep going no matter what. Three things you need are the fortitude to start, the tenacity to stick with it and the guts to keep going. Sometimes you have to suffer through the worst to learn how to make it through to the best.....



Thought for the Day

Push yourself to the limit as often as possible. If you want something you've never had, you have to do something you have never done. Strength doesn't come from doing what you know you can do but from pushing yourself past your limits.



Thought for the Day

Wishing things away is not effective. Instead of trying to wish things away, work to make things happen. Dealing with difficult issues can be scary, but not dealing with them is even scarier. As Carl Jung said “What you resist persists”



Thought for the Day

You can't expect people to be something they are not. One of the hardest things to learn is that you can't change people.

Your job is not to change others but to work on yourself, to learn new ways to think so you can master new ways to be.....



Thought for the Day

Never stop doing your best just because you're not getting credit. Whether you're honoured, recognised or appreciated, or not, keep doing your best. The rewards will come from knowing what you've contributed.....

@HSE_HR



#HSEAoK

Health Service Experience - Acts of Kindness

GIF



**The Health Services People Strategy is available
on**

<http://www.hse.ie/eng/staff/Resources/hrstrategiesreports/peoplestrategy201518.html>

**National Human Resources Division Monthly
Reports can be found on**

http://www.hse.ie/eng/staff/Resources/HR_publications/

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For further information and an Application Form

Please contact :-

Staff Development Section

HSE National Human Resources Division

Workplace Relations Unit

Email: hr.staffdevelopment@hse.ie

Phone: 046 9251790

Thank You for giving me the opportunity to present to you this evening