

University of Wales Trinity Saint David

Module Name: Coaching and Mentoring Skills for the Workplace

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Introduction

In this report, Gibbs model will be used to conduct the reflection process for Maria and Philipa. The Gibbs model gives a comprehensive look for it and it will evaluate the whole report in a conceptual manner. Further an evaluation will be done on the coaching and mentorship approach and how it helps in boosting performance and morale of the employees in an organisation. The reflection process is systemic and requires numerous steps to complete successfully. This formal reflection model is based on research and makes a theory about the best way to use a reflection method.

Reflection of Philipa

Description: The coaching session started with a brief introduction so that the goals of the session were clear. Maria told her concerns about his roles and responsibilities which was taking some extra time to learn and evolve with his job. She also stated that his initial commitments were affecting his energy level and availability of his time schedules. I used GROW model to clear out the goals of Maria which assessed his present reality exploring more alternatives for a more balanced workload. This determined her will power and commitment so that he can employ the changes happening within the company. I realised that carrying out the whole session, I had a mixed feeling of empathy and confidence towards my audience (Jones and Smith, 2022). Though I was confident enough with my capabilities that I could guide the coaching session, however deep inside me I empathised with Maria's scenario.

Feeling: I felt a strong urge to provide solutions to his problems as his frustration and hesitation towards the situation was correct in a way so I wanted to relieve him from his stress. I felt that this emotional involvement with Maria helped me to connect with him on the same level however it also added a bit of pressure which assured the session to be impactful and productive at the same time. At the initial stage, I was very confident about carrying out the coaching and had prepared efficiently to understand and connect with Maria's scenario. However, as the session got started and carried forward, Maria was reluctant to go through his new role which put me in an anxious stage about how I can address his issues effectively.

Evaluation: Despite all these circumstances and mixed feelings, I knew that I could provide him proper guidance and solution to his issues. My determination helped me to stay calm and focused throughout the conversation with Maria. We demonstrated full practical support which also

focused empathy towards the identified strategies for Maria so that she can manage his workload effectively (binti Kamarudin et al., 2021). I realised later that there were some areas which needed improvement during the session like it could have been conducted in a more structured manner in terms of time scheduled.

Analysis: There were some parts which needed more time so that it could be discussed in a more detailed manner however the other things were discussed in a rush. The positive aspects of the session will be the effective communication conducted, structured approach and empathy. The communication which we built helped us in understanding Maria's issue and her expectations. There was a trust between us which helped us to discuss everything being open to each other showing genuine concern towards his challenges.

Conclusion: Throughout the session, everything went pretty well as I did build rapport which was positive from both sides. I made sure that I actively listened first to Maria and reviewed her feelings which helped me in creating a trusting surrounding moment. I was correct for using the GROW model as it helped me to follow a structured approach to achieve the goal setting. I saw that Maria was able to understand his desired results and we together identified the path of how to achieve those outcomes (Hobson and van Nieuwerburgh, 2022).

Action Plan: I will have to improve time management to ensure comprehensive discussion of all regarding topics. A major drawback could be that I could not follow up properly as a plan for follow up was not created earlier which seems crucial in attaining support and sustainable enhancement.

Reflection of Maria

Description: In my perspective, Philippa increased the responsibilities of her surplus coworkers and introduced them to new tools to cover the gaps left by the reduction in the workforce. With the help of this new technology, coupled with some increased flexibility in work habits and a little reduction in responsibilities, Philippa completely eliminated excess time and reduced division expenses. Philippa is really interested in becoming a division manager in the firm. As a microbiologist, she has constantly been at the forefront, creating cutting-edge research techniques, overcoming difficult technical problems, and establishing connections with the industrial process.

Feeling: She is very vivacious and finds great satisfaction in her profession, but she might discover it difficult to accept that others may not share her feelings. She claims that rather than working with a group of shop floor workers, she deals with qualified individuals, who are by nature self-managing and committed to their task (Thompson, 2021). Philippa has put in place a team briefing mechanism using Microsoft Teams that explains the Department's business strategy and their implications. I noticed that the composition's form and writing style complemented any stage of the cycle, which is why I choose this analysis paradigm over others.

Evaluation: Philipa gently grasped my problems and assisted me in resolving them. We had an extremely professional talk in which she first listened to my problems before providing suggestions on how I might become better. She argues that these options were given to her in order to save time in an attempt to make these meetings as formal as humanly feasible (Gamage, 2021). She was able to effectively comprehend my animosity towards my coworkers. She expected that everyone knew what needed to be done and was eager to get back to work, so she was startled by how few individuals seemed to want to discuss the concerns brought up in the meetings.

Analysis: The process of creating this session's main goals was quite organic and successful in pointing out the difficulties so that I could offer practical solutions. Maria was able to see during this session the interpersonal growth chances she had previously overlooked. Philipa gave me concrete advice that will enable me to reach my professional objectives. But it looks like there has to be more focus on my issues and frustrations with my teammates in the upcoming sessions.

Conclusion: The session was very effective in setting career development goals. It provided Maria a clear path on which she can achieve her desired outcomes. The more emphasis on her relationships with her team members and following a structured follow up plan could improve the regular support and coaching impact (Banwell, 2021).

Action Plan: In future sessions, I will focus more on my interpersonal bonds to identify the issues and create a follow up plan to ensure the ongoing support and track all may actions. I will be able to consider the positive aspects through this reflective process. What's more, regions for development as a professional.

Evaluation

Coaching and mentoring in this scenario will help Maria to boost up her performance and morale within her Quality Assurance department. By identifying Maria's discomfort with her feeling of being stuck with her job, this coaching session has provided her a platform where she could speak about it without any hesitation, set achievable goals and established a path for both career and life development. This structured approach helped Maria to boost up her confidence and made her feel more valued at her work. They improve staff engagement, create a positive work atmosphere, and raise morale, all of which increase job fulfilment and turnover (Leeder and Cushion, 2020). Moreover, mentoring promotes a culture of ongoing advancement and development, making it essential for keeping a competitive advantage. The test shows the weaknesses and qualities of the entire experience and will at long last focus on an activity plan in the future. The decision to use this session as coaching but not mentoring was very apt for Maria's scenario as he needed immediate resolution to his requirement. Mentoring it seems to be putting more concentration on the career development which could be a broad parameter for Maria's situation. My listening skills and structured goal setting helped a lot with Maria's scenario as understanding his issues and context seemed fundamental for me. Mentoring can also play a crucial part in this scenario. A mentor could offer Maria the guidance for her journey and offer advice on identifying her internal growth opportunities for promotion (Gannon, 2021).

The researchers agree that the Gibbs model of reflection (1988) is especially better since it highlights the importance of emotions in the reflecting process. The subordinate will be able to handle problems with the help of encouraging reflection, which is an approach to gaining knowledge in the workplace. I will employ the Gibbs Reflective Cycle (1988), which provides a framework for defining the event, my thoughts, feelings, and assessment, and Contextual investigation 4 basic audit, to give the setting to this article of basic reflection. The business is renowned for leading the markets for pharmaceutical and retail items (Bachkirova., 2021). Still, earnings margins have lately declined as a result of demand from foreign national clients and those working for the National Health Service to lower prices by switching to generics instead of trademarked products. The need to promote the widespread promotion of over-the-counter medications that were previously prescribed. the need to make substantial investments in research and the creation of novel solutions to meet shifting health requirements. The situation was characterised by the CIPD as "organisations had to quickly adjust their procedure, including

how and where jobs are being done and how or to return people to work safely." All of this is made worse by the new pandemic COVID-19. The staff needs to explore better approaches for working and adjust in their own life to evolving conditions (Al Hilali , 2021).

Two important factors are the effects of security measures and enduring limitations like social exclusion and feeling alone. While some employees are concerned about the virus, others are more concerned about the people they know. A lot of people would have been in anguish during this time if they had not been able to say goodbye or participate in the funeral ceremony. Also, there will be concerns regarding workplace safety, returning to work (including using public transportation for transportation), and financial issues. Through the development of inviting environments and stronger teams, mentorship and coaching assist companies in better aligning their standards with the preferences of the employees they hire. This promotes a harmonious work environment where employees get along well, processes are completed quickly, and communicating is easy (Susanto, 2023). Transparent interaction and the exchange of ideas are encouraged in the collaborative and trustworthy climate that mentors and instructors foster. Through active listening and goal-setting, mentors and counsellors may offer invaluable advice, perspective, and criticism.

Analysis

A bad work-life balance is caused by those working prolonged or more irregular hours, and many who combine jobs with other family responsibilities like homeschool. See the entire document Balances in a case study. Employee turnover is minimal, the team has met and surpassed its production objectives, and morale is typically strong. But in light of business pressure, many of lately implemented changes were necessary to reduce costs and improve performance. One was transferred to a neighbouring department, while another took a leave of absence without being compensated. The main methods in which the company is addressing these issues are through automation, staff reduction, increased "adaptability," and, in certain cases, the introduction of homework. Philippa Graham has been in charge of quality assurance for the past four years, and during that time, the Department has been successful. Experts employ a range of reflecting frameworks when examining historical events. The two primary forms of professional contemplation are continuous reflection. Through evaluation of action, people may revisit past events and create a more effective plan for similar situations in coming years (Coller-

Peter and Cronjé, 2020). But this kind of evaluation usually concentrates more on the drawbacks of our choices than it does on the constructive steps that were made during the case. Appearance in real life is a more significant and drawing in course of reflection that permits individuals to consider and ponder past conditions in the radiance of themselves and those in their current circumstance at the hour of the case. Nursing professionals place a high value on self-reflection and reflection on workplace events. They may study past thoughts and memories to achieve the desired result by studying individuals with individuality and past experiences. We should recall our feelings and experiences when considering the actions of an event. Then we want to create utilisation of the open door to reflect, contemplate, and imagine that assists us with feeling them change our activities assuming we have a similar involvement with what's to come (Lammert, 2020). I will first present the reflective essay by emphasising my module-initiation experience.

Mentoring and coaching are well-liked methods for increasing ability, particularly when it comes to developing leadership. They are frequently cited as essential components of effective methods for building capacity in presentations and assessments. Even yet, a lot of us are ignorant of the true nature of coaching and mentoring, as well as the situations and times in which they are employed. By using feedback loops, they can make work products and services of higher quality. They can reinforce organisations and assemble cooperative ties between the associations or work units where guides and mentees are based. As mentors assist mentees in assessing risks and coping with challenges, they can also assist in safeguarding nonprofit organisations from unanticipated liabilities. Mentoring builds employee loyalty and commitment, which boosts morale and makes the company's culture more human and accountable to the community. Persuading individuals to adapt has grown more and more crucial in our quickly evolving workplace (Cornelius, 2020). Business executives generally hold the opinion that all it takes to persuade people to modify their behaviours is knowledge and the appropriate incentive: we need to identify the things that need to change before using opportunities that encourage individuals to act differently. Since mentoring focuses more on interpersonal relationships inside businesses, these relationships typically arise between seasoned employees and recent hires; the seasoned employee is referred to as the mentor, along with one of the prerequisites for the mentor is that they have sufficient expertise to work with new hires. Mentoring and instruction are both methods of self-improvement that help a person reach their full potential for improved behaviour and performance (Keiler, 2020). A sequence of conversations, either verbal or written, takes

place across two persons throughout both mentoring and coaching sessions. Herein is the point of similarity between the two techniques. However, there are a few little but significant differences in the objective, emphasis, and style.

Conclusion

To accomplish the business objectives and hierarchical targets associations utilise the various methodologies which are examined in very detail in this task. In this part the end of the general discussion a few suggestions for association of the executives who wish to work on the norm of training and coaching in their associations. In this reflection report, Maria and Philipa scenario plays a very crucial role which evaluates how coaching and mentoring is essential to boost performance and morale of one within the corporation.

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BMSW 6005	Feedback	Date of Interview:	11/08/2024					
Coach	Arif	Coachee	Joshua					
Coaching Model:	GROW MODEL							
The numerical rating system is based on the scale below.								
Scale:	5 – Yes	4 – Most of the time	3 – Some of the time	2 – Almost never	1 – No			
Explained the purpose of the session first.				Rating				
				5	4	3	2	1
Is the coach asking open ended questions or closed questions? <i>Hint: The Coach should ask open ended questions</i> Good introduction – explained the purpose of the session for example, she asked what brought the coachee to her office and how she could help.				☒	☐	☐	☐	☐
Is the coach patient? Are they giving the coachee time to think through issues and arrive at a conclusion in the way THEY process information? <i>Hint: The Coach should be patient</i> She could have improved on the listening skills and be more patient to allow the coach to think about the solution.				☒	☐	☐	☐	☐
Is the coach focused on the coachee's agenda? <i>Hint: The Coach should focus on the coachee's agenda</i> <i>The coach some of the time focused on the agenda this could have been improved with good questioning skill that will bring out the solutions to the problems.</i>				☒	☐	☐	☐	☐
Is the coach coaching in their own image?(Example: Are they saying things like “Well, when I was in your position, here's what I did when I was in a similar situation...") <i>Hint: The Coach should not coach in their own image</i> <i>Good – but could have probed/clarified the options/ asked further questions/ in more detail</i>				☐	☒	☐	☐	☐
Is the coach acting as a problem solver, providing the solutions for the coachee? <i>Hint: The coach should not provide solutions</i>				☒	☐	☐	☐	☐

<i>The coach acted as a problem solver she allowed the coach to think about the solutions.</i>					
Additional Comments GROW model was applied so the session was quite well structured. It was very interesting everyone enjoyed the session. The coach observed most of the qualities of a good coach such as good questioning, good listening, empathy and so. However, the coach did recap the discussion to know if there is a need for further meetings. The coach requested another meeting to evaluate if the discussion has yielded any positive response. The coach could have asked if the questions or problems from the coachee was resolved or not. Time management needs to be improved.					