

Your Reflective Journal and Reflective Essay

Assessment Component 3 – Portfolio (3 elements)

A reflective journal outlining at least six hours experience of planning and implementing the identified coaching or mentoring process, and including a reflective essay critically evaluating own coaching or mentoring performance in the workplace, addressing identified areas for improvement through a personal development plan. The journal should also include feedback from the observer and coachee/mentee in relation to the observed session.

The relevant learning outcome that must be addressed is:

- critically reflect on their own coaching or mentoring performance in the workplace, identify areas for improvement and produce a personal development plan.

Your reflective journal should comprise of the following elements:

- a diarised record of a minimum of six hours of coaching, including one observed session of at least 45 minutes duration
- a critical reflection on coaching/mentoring performance in the workplace identifying strengths and areas for improvement
- a personal development plan

1. An overview of the six hours of coaching/mentoring you have conducted, and trace how your knowledge, skills and confidence have developed.

Things to include in your journal/diary:

- An introduction/overview of the diary and its contents
- A brief introduction to your coachees/mentees. (Don't name them - if there is more than one, refer to them by numbers).
- Give a little background information on their job role and the reasons for coaching/mentoring them.
- Include a coaching/mentoring plan for each coachee/mentee
- Explain the coaching model and approach you have used with each coachee
- Include a record of each coaching session with your reflection on each session (you could complete a coaching pro-forma for each one)

Additional information/evidence you could use, and insert as appendices

- learning styles assessments, learning and development plans

You should also review your observed session, describing what happened but with an emphasis on identifying what went well and what did not go so well and explaining why. Can you take use the feedback from your coachee/mentee and your tutor to help you to identify your development needs?

2. A reflective essay in which you look back over your coaching experience. You should be able to show that you understand the main skills and behaviours of effective coaching and evaluate your own performance against these.

You should include the following in your essay:

i) Begin with a general introduction. This should include a brief overview of the organisation where you work, your job role and your coaching role.

ii) A general discussion around the theories of effective coaching/mentoring. For instance, the skills, behaviours and attributes that effective coaches/mentors should exhibit.

References to theories would be expected here.

iii) Reflect on your own skills, behaviours and attributes through a general overview of your coaching performance.

You should use coaching session performance assessments that you have completed to trace your development across the coaching period.

You could look at the following:

➤ **Questioning, listening skills and communication strategies**

Reflect on questioning and listening skills. What sort of questions have you asked through your coaching experience? Have you found some types of questions work better than others – when and why? How well do you listen?

➤ **Communication Strategies**

What about your communication strategies? How successful have these been? Have you encountered any difficulties? If so how did you overcome them? What evidence can you produce for this?

➤ **Giving feedback**

Have you given feedback effectively to your coachees? How did you do this? How do you know it was effective?

➤ **Guided conversation and questioning**

Did you use a coaching model to structure your coaching sessions? How well did you use this? Is there evidence of learner/s' progress and development? Did the coaching sessions move on?

Assessment of strengths and weaknesses

What are your personal strengths and weaknesses as a coach? What knowledge do you have, what skills have you got and what are your personal attributes? You may want to think about whether you have been able to demonstrate the behaviours of an effective coach, think about your relationship with the coachee/s and your interpersonal skills.

You could use and include as appendices self assessment exercises, SWOT analysis, internal assessments eg coaching competencies, own learning style

References to theory and links to theories mentioned at 2.(ii) would be expected here

Conclusion

In conclusion, you should identify your development needs and draw up a development plan for yourself. Your conclusion should address the following questions:

- What have you done/are you doing well?
- What did not go so well?
- What might you have done differently or better?
- Describe how your skills might have improved during the coaching period.
- Identify areas where you think you need to improve
- What have you learnt from this experience?
- How you will use coaching/mentoring in the future

References to theory around reflection and reflective practice would be expected here

3. Development plan

Reflecting on and analyzing your own performance, along with feedback from your coachee/s and your tutor should help you to identify your strengths and your areas for development.

Evidence might include coaching records and formative self-assessments from your coaching diary, feedback from coachee/s, your manager, organisation assessments, periodic assessments, and feedback from your tutor observed session.

When you know the areas where you need to develop, you should put together a development plan with specific objectives and timescales. There is a template on Moodle. What do you need to do? How are you going to do it? Who can help you? When are you going to complete activities by? How and when will you know whether your practice has improved?

References

Use relevant and appropriate references to theory to support your work and ensure that you add a full and detailed reference list. All references must conform to Harvard referencing conventions. Guidance is available by following the link on Moodle

