

Coaching & Mentoring Skills for the Workplace

Individual Reflection

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Introduction

This is a report on coaching and mentoring skills. Reflecting on the coaching and training is a great way for a teacher to understand the evaluation the current situation and then undertake necessary steps to avail the opportunity for further improvement. I was also a trainer cum coach in a particular course. Active listening lets the coaches feel heard and respected. Now I always set a goal in front of me and then try my best to achieve it. Coaching and mentoring offer targeted skill improvement. Employees might improve by resolving problems or building on strengths. Efficiency and results generally grow with proficiency as the teacher or the trainer like me always gets to learn things to enhance their skills. This is the reflective assignment where I am to reflect on my performance and then point out the improvement opportunities to achieve a better league in education and training (Leeder & Sawiuk, 2021).

Gibbs reflective cycle

I have performed a role play as a Philippa Graham with one of my team members namely Robert Lee. Gibbs reflective cycle is a system for reflecting an experience of a person it was established by a scientist named Graham Gibbs and it is a very popular model for reflecting various aspects. Gibbs's reflective cycle has six stages: Description, feelings, evaluation, analysis, conclusion, and action plan. (Chu et al, 2021)

Description: Description provides the incident that happened in that moment.

Feelings: It describes the feelings of the person before or after the incident.

Evaluation: It provides the evaluation of the whole experience of a person.

Conclusion: It is the lessons that the person learned from the experience. (Chu et al, 2021)

Action plan: According to the reflection, the action plan decides what he will do after that.

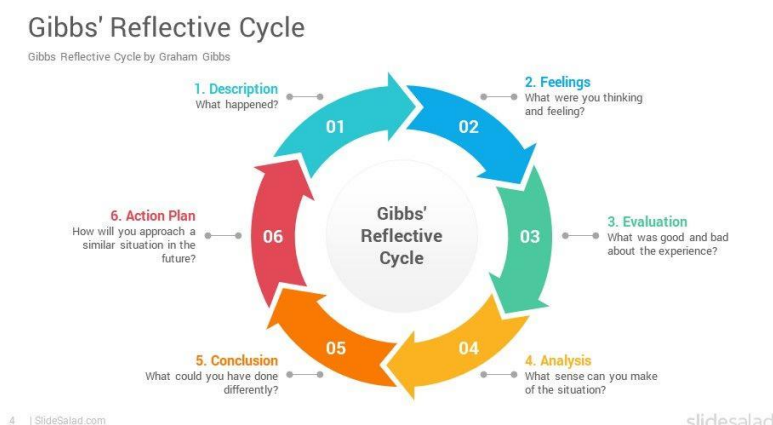


Figure: Gibbs reflective cycle (Zhao et al., 2020).

Gibbs' Reflective Cycle helps people evaluate their behaviour. Description, Feelings, Evaluation, Analysis, Conclusion, and Action Plan are its six steps. You start by describing the occurrence. You then share your opinions and feelings. Next, you assess the experience's pros and cons. You then evaluate options and enhancements. You conclude by summarising your findings. You conclude with an action plan for future situations. The cycle promotes self-awareness, experience-based learning, and improvement. It aids personal and professional growth (Zhao et al., 2020).

A reflection of your coaching session: What went well/what would you do differently in the future?

In my reflection on my coaching session, I will interpret the areas that went well and the areas that I need to improve and will improve in my future sessions. I will answer what went well throughout my journey:

What went well?

Learn my lesson: In my coaching session, I've learned and gained knowledge about my strengths and my abilities. Also, I have learned about my lecture topics as the teachers were very helpful and taught us about the topic in detail.

Active listening: The listening part of my coaching went quite well as it was one of the strongest and best sessions. I listen to their lecture with all of my attention, and it helps me to understand the lesson properly. The session stressed active listening. I tried to grasp the coach's perspective to appropriately identify their needs and problems. Active listening lets the coaches feel heard and respected. I have become more patient and thus I have now more will to hear from the participants not only from my side (Hashim et al., 2023).

Open-ended questions: The question answer and the open-ended question session were very helpful for me and in that session, I asked various questions which helped me to express myself and learn about them properly. Coaching and mentoring boost employee confidence. When employees feel capable, they take on challenges and responsibilities with excitement, improving performance and readiness to try new jobs.

Goal settings: The teachers help us to set award goals for our future life in the coaching session. These provide us with a clear pathway to set the direction for achieving our goals. The coaches and I set clear, defined, and achievable goals. This guided and inspired the session and beyond. Goal setting gave the coaches meaning and direction. This is the training endeavour that helped me towards setting the SMART goal. Now I always set a goal in front of me and then try my best to achieve it (Oviawe, 2020).

What I would do in my future sessions

Management of time: In my next sessions, I'll try to manage my time as I noticed I spent a lot of time on unhealthy work. Active listening is essential for a good coach or mentor. They should focus on the student, demonstrate empathy, and comprehend their perspective. In my future lessons, I will improve my time management sector.

Feedback: In my future sessions, I will provide various constructive feedback over the session and these could help me and the coaching to improve in various sectors. A safe setting for open discussion allows the student to communicate their views and feelings. From then I actively listen so that I can understand the situation and react accordingly.

Use various techniques: Through this training endeavour, I can achieve a confidence that drives me towards new challenges. In my next session, I will use a variety of techniques to learn those lessons as it will help me to improve my knowledge. (Karataş et al, 2020)

Trust: Building trust with the coaches was successful. Trust allowed free and honest communication, making the coaches more open to ideas. This trust-based relationship made coaching more effective and transparent. Thus, I believe the training module will have an outstanding impact on my career (Sekarwinahyu et al., 2019).

Feedback: Strengths and weaknesses were addressed in constructive feedback. It motivated the coaches to reflect and improve. A good coach or mentor gives detailed, actionable, non-judgmental feedback. Coaching maintains self-esteem by highlighting strengths and suggesting opportunities for improvement. Coaches developed a growth mentality through effective feedback. I always value the feedback from all the stakeholders. I believe this is the way I keep the door of improvement open from my side (Vattøy & Smith, 2019).

A critical evaluation of whether and how coaching and mentoring within this context could lead to improved performance/morale.

For the improvement of my skills and knowledge, coaching and mentoring very important and effective tools to improve my performance in these Sectors. The improvement and success depend on the proper strategic planning and setting the goal with the help of the coaching and mentors. Here I will evaluate performance improvement. Some sectors that I have improved are-

Improvement of performance: The coaching and mentoring can help me improve my performance and develop this day by day. Coaching can help me develop my performance by providing me with proper support and guidelines, and by providing me with knowledge about my strengths and weaknesses. (Lavi et al, 2021)

Knowledge transfer: Coaching and mentoring can help me in gaining my knowledge by transferring the existing knowledge they have. This will help me in learning about various implement them in future life.

Moral enhancement: The coaching and mentors will help me to enhance my moral sector by creating a positive and helpful vibe in my mind.

There are some factors for which coaching and mentoring might not always improve personal performance. They are-

Lack of commitment: Lacking commitment to the coaching can hamper the effectiveness of the learning. It will be impossible for me to learn the skills of mentors who are not well-skilled and have lacking knowledge.

Untrained mentors: This method builds trust and receptivity in the student. Good coaches and mentors help students develop SMART goals. Untrained and unskilled mentors can handle my learning and lead to provide false knowledge.

Skill Enhancement: Coaching and mentoring offer targeted skill improvement. Employees might improve by resolving problems or building on strengths. Efficiency and results generally grow with proficiency as the teacher or the trainer like me always get to learn things to enhance their skills (Carless & Winstone, 2023).

Confidence Boost: Coaching and mentoring boost employee confidence. When employees feel capable, they take on challenges and responsibilities with excitement, improving performance and readiness to try new jobs. Through this training endeavour, I can achieve a confidence that drives me towards new challenges (Leeder & Sawiuk, 2021).

Goal Alignment: Coaches and mentors can assist employees in matching their ambitions with company goals. Clarity creates a more cohesive and purpose-driven staff, which boosts performance by aligning goals. Even when progress is slow, I must be patient and helpful. The achievement of a goal always gives a mental advantage where the person feels the joy of accomplishment (Hebard et al., 2021).

Feedback Loop: Feedback and assistance promote continual improvement. Constructive criticism helps employees adapt and evolve, improving performance and learning. Thus, I encourage my students towards a better career as well. Coaching and mentoring require patience. Continuous feedback like knowing the gaps and trying to mitigate them, on the other hand, getting appreciation for the performance is necessary for a teacher like me (Vattøy & Smith, 2019).

Inconsistent application: If the coaching is not consistent in providing knowledge and is under process, it will handle the learning technique. This patience lets the student learn at their pace and feel understood from my side. Apart from that the student is also keen to learn new things from me. That's why I help the students break down long-term goals into small milestones, assuring a clear path ahead. (Nahar, 2022)

An analysis of the skills, behaviours, attitudes, beliefs, and values of an effective coach or mentor

Active Listening: Active listening is essential for a good coach or mentor. They should focus on the student, demonstrate empathy, and comprehend their perspective. A safe setting for open discussion allows the student to communicate their views and feelings. From then I actively listen so that I can understand the situation and react accordingly (Carless & Whinstone, 2023).

Empathy: Students' feelings and worries must be understood. A successful coach or mentor may put oneself in the student's shoes and show they care about their well-being and growth. Empathy builds trust and emotional connection. I also get empathetic to the person as s/he is seeing this from the individual viewpoint (Leeder & Sawiuk, 2021).

Communication: From that course, I get very clear and concise. Effective coaches and mentors simplify complicated concepts for students. They give constructive, supportive criticism and direction to ensure a smooth information exchange. Such things foster my communication as well (Hebard et al., 2021).

Feedback: A good coach or mentor gives detailed, actionable, non-judgmental feedback. Coaching maintains self-esteem by highlighting strengths and suggesting opportunities for improvement. This method builds trust and receptivity in the student (Zhao et al., 2020).

Patience: Coaching and mentoring require patience. Even when progress is slow, I must be patient and helpful. This patience lets the student learn at their pace and feel understood from my side. Apart from that the student is also keen to learn new things from me (Sekarwinahyu et al., 2019).

Goal setting: Good coaches and mentors help students develop SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals. The listening part of my coaching went quite well as it was one of the strongest and best sessions. I listen to their lecture with all of my attention, and it helps me to understand the lesson properly. The session stressed active listening. I tried to grasp the coach's perspective to appropriately identify their needs and problems. That's why I help the students break down long-term goals into small milestones, assuring a clear path ahead. Thus, I encourage my students towards a better career as well (Hashim et al., 2023).

Effective coaching may improve my skills, behaviour, and attitude, and help to improve and enrich those. These provide us with a clear pathway to set the direction for achieving our goals. The coaches and I set clear, defined, and achievable goals. This guided and inspired the session and beyond. This section is described in brief below.

Skills

1. Listening: With the help of an effective coach on the Mentor Coma app improved my effective listening and now I can pay more attention to my classes and understand lessons properly.
2. Note taking I've learned about not taking skill and this help me in preparing and taking my notes which help me in my exams later.
3. Communication: Communication is that key scale and with the help of my coach and mentor, I have learned the communication skill property.
4. Goal setting: My coach has helped me set my goals for my future clip and achieve those goals properly. (Pisoni et al, 2019)

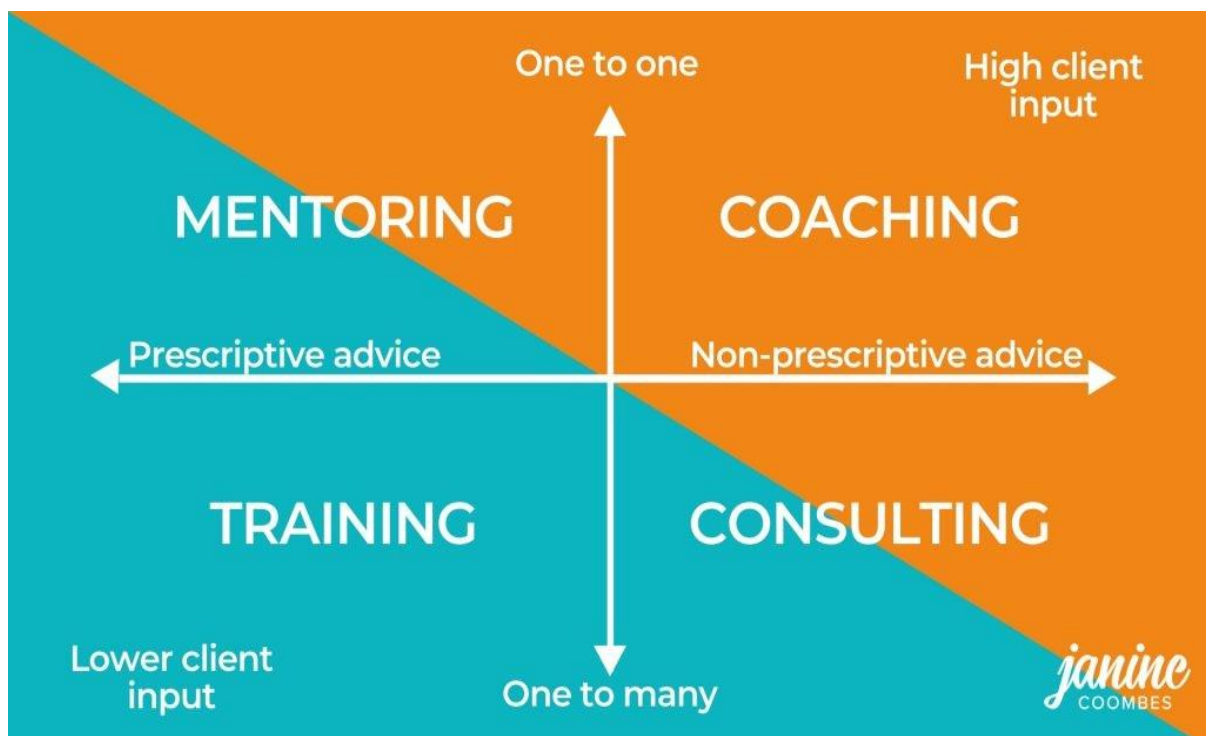


Figure: Skills of mentors (Hashim et al., 2023).

Behaviours

1. Adaptability: The mentors have helped me to adapt to any situation and to maintain my approach to meet those situations properly.
2. Empathy: Building trust and empathy with another person will help me in facing my challenges easily.
3. Trustworthiness: Becoming a trustworthy person to others will help me in taking my access and will provide me support from other people.

Attitudes

1. Positive vibe: An effective coach and mentor will help me to create a positive 5 which will help me to face my problems and solve them properly.
2. Patience: Another important attitude is patience, and an effective mentor can help to build patience in his students which will help him to get through many difficult situations.
(Rahmatullah et al, 2022)

Beliefs

1. Life lessons: A good mentor will provide life lessons to his students by which they can improve their lives and make a proper life goal.
2. Understanding myself: A good coach will help me in understanding my strengths and weaknesses which I can use to improve my future life.

Values

I have become more patient and thus I have now more willed to hear from the participants not only from my side. The teachers help us to set award goals for our future life in the coaching session. Goal setting gave the coaches meaning and direction. This is the training endeavour that helped me towards setting the SMART goal. Coaching and mental health help me to improve my values by integrating, respecting, and helping others and many more which will help me to ok in more confident and build a strong mentality to help other people this will help me to reach my goal easily. (Rebele et al, 2019)

Conclusion

The coaching and mentoring can help me improve my performance and develop this day by day. Coaching can help me develop my performance by providing me with proper support and guidelines, and by providing me with knowledge about my strengths and weaknesses. With the utilization of the smallest opportunities to improve we accumulate a ton someday. After every course or training module I conduct I try to reflect on my actions so that I can better to my next teaching challenge. In this report, I have used the Gibbs reflective model to reflect on things. I have also analysed what went well and what things I would do differently in future, how this coaching has improved my performance before and how Long-term coaching and mentoring abilities, behaviours, attitudes, beliefs, and values are also examined (Oviawe, 2020).

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APPENDIX



BMSW 6005	Feedback	Date of Interview:	13/04/2022					
Coach		Coachee						
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 <u>questions</u>				☐	☒	☐	☐	☐
<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 <u>coachee</u> to her office and how she could help.								
Is the coach patient? Are they giving the <u>coachee</u> 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 <u>coachee's</u> agenda?				☐	☐	☒	☐	☐
<i>Hint: The Coach should focus on the <u>coachee's</u> agenda</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.								
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> Good – but could have probed/clarified the options/ asked further questions/ in more detail								
Is the coach acting as a problem solver, providing the solutions for the <u>coachee</u> ?				☐	☒	☐	☐	☐
<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 <u>solutions</u></i>					
Additional Comments GROW model was applied so the session was quite well structured. However, there could have been more clarity/objectivity as the session was ending. The coach and <u>coachee</u> could have agreed on when to see again before ending the session.					

