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LEARNING AND LEGACY THE ROLE OF EDUCATION IN CREATING HEALTHIER, HAPPIER CITIES
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Coaching for Sustainability

Richard Woods HS&E Manager
Caroline Craig Deputy HS&E Manager



Making the discoveries that defeat cancer



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What is coaching?

- Task based
- Non-directive
- Focused on specific goal(s)
- Of short/fixed duration

(Coach does not need to be expert in the coachee's area.)

...Sustainability?

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What makes an effective coach?

- Being a good listener (aren't we all?)



- The right question



- Ability to build trust



- Remaining calm



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What makes a good listener ?

- Hearing
- Listening



Active listening

Listening with all senses and 'seen' to be listening.
Remain interested and give positive feedback to
encourage open and honest communication.

Verbal & non-verbal messages



Verbal Signs of Attentive or Active Listening

- Positive Reinforcement
- Questioning
- Reflection
- Clarification
- Summarising

Signs of non-verbal attention

- Eye contact
- Smiling & nodding
- Posture
- mirroring

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In pairs –

- Delegate 1 talk for 5 minutes on any subject
- Delegate 2 relay back
 - Details of the monologue
 - What you learned about how she/he felt
 - Any gestures / expressions noticed

(You are only allowed to say/ask ‘Anything else’)

Switch and repeat the exercise.

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Questioning technique



Open what, when, why, how, describe, tell

Probing asking for more detail

Exploring may result in deeper understanding

Reflective *'how did you feel...'* *'what would you think..'*

Goal understanding the objective

Action thinking about specific actions can motivate

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The **GROW** model

(Developed by Alexander Graham, John Whitmore and colleagues*)

Goal – what do you want to do

Reality – what is happening now, feelings?

Options – what could you do?

Wrap-up – Actions. What will you do?

* www.performanceconsultants.com/grow-model

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Exercise – Using the GROW model



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Think of an idea / challenge / goal at work, or ...
choose from list below.

- Waste / recycling
- Biodiversity
- Lighting / energy
- Travel
- Procurement
- Effluent / water resources

1 delegate as the coach, 1 as the coachee

5 – 10 mins then switch and repeat the exercise.

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Goal – What do you want to do?
– What would success look like?

Reality – What is happening now, feelings?
– What has stopped you, what have you tried?

Options – What could you do?
– What would give you the best results?

Wrap-up – What will you do? When?

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Thank you for your attention

Any questions

