

## Excellence Through Supervision

### High quality support to Executive Coaches

#### Background

Whether you are an internal/external coach or an organiser of a coaching pool you cannot deny the increasing importance that is being placed on the role of Supervision within Coaching.

To ensure you or your coaches maintain a professional and high quality edge whilst working with clients/coachees it is critical that you seek a credible and effective coaching supervision programme which ensures the best result for the coachees and also helps improve your quality of coaching provision.

Not only does the Excellence through Supervision provide very high quality coaching support we also offer support to your coachees. This is achieved by offering our Supervisor as a place for the coachee to go should the coaching programme go wrong. This new concept gives the supervisor even more credibility and relevance in ensuring high quality coaching is always delivered.

Coaching supervision can only exist providing a client exists. If a coach is not coaching there is no need for them to be receiving supervision support. Supervision should only be provided to individuals that are engaged in one to one coaching at the time of the supervision training.

#### Who is it aimed at?

The programme is designed for any individual who is currently coaching at least one individual.

#### Specific Roles

- Human Resources Managers
- Company internal coaches
- Freelance Coaches
- Senior and Middle Managers, that use coaching as a management style

#### Organisations

- Coaching associations and groups
- Organisations looking to develop a coaching culture.
- Coaching groups or companies

#### Programme Objectives

- To Provide you or your coaches with quality assurance that they are all receiving coaching supervision of a consistent and highest standard;
- Support the coaches in their development;
- Attain consistency of coaching;
- Share knowledge;
- The coaches will gain growth and support in their development;

- To report at an organisational level where appropriate themes from the coaches across the group;
- To maintain the highest level of coaching skills possible; and
- Maintain best practice within the industry.

## The Programme

Delegates attending this high level programme should expect to receive high quality, challenging supervision support. This would include one to one sessions and also group supervision with other coaches from the same organisation or different ones. Programmes will run in 6 monthly session with either a one to one or group session taking place each month.

The Supervision programme will be delivered by an accredited coach PCC and coaching supervisor with the International Coach Federation. This supervisor will bring with them the very highest quality on coaching supervision support and be able to provide all that is needed for a high-quality coaching supervision programme. Coaches will receive the support from the same supervisor throughout the 6 months of the programme.

Excellence through Supervision follows the 7 eye'd Model for coaching supervision by Hawkins and Shohet, ensuring that a rigorous approach to the supervision process is adhered to. More on the 7 eye'd process can be seen later on in the document.

Group facilitated sessions must not contain more than 8 members in a group to ensure that the highest level of quality learning is achieved.

Excellence Through Supervision will be delivered through a series of group and one-to-one interventions depending upon the package that the coachee is on. The 2 formats involved are known as the Silver and Gold packages, and are as follows.

Session	Bronze	Silver	Gold
1	1-1	1-1	1-1
2	Group	1-1	1-1
3	Group	Group	1-1
4	Group	Group	1-1
5	Group	1-1	1-1
6	1-1	1-1	1-1

Each session would take place every 4-8 weeks. The group would be closed and new members only admitted after 6 sessions as a group

## The One to Ones

Coaching Supervision one to ones will give coaches the opportunity to discuss their coaching style and issues and look at different ways to improve their delivery and approach to coaching.

The one to one environment is totally non-judgemental and provides an opportunity to explore key elements of the coaches approach to coaching.

The one to one sessions also allow coaches the space to take 'time out' and rise above the inevitable day-to-day "fire fighting" distractions that results in them not concentrating on the best result for the client.

Success of the one to one comes about in the following environment

- Confidentiality (at all levels) – To generate an environment of trust there must be implicit trust between the supervisor and the coach from the outset. Without this environment the supervision process will fail.
- High quality assessed Supervisors – Coaches need to be sure that they are getting the best possible support from the best possible supervisors. Therefore Unlimited Potential supervisors for this programme are all qualified and accredited supervisors with the International Coaching Federation (ICF)
- Achieving buy-in of the coach – If the coach is not fully committed to the supervision process then the intervention both group and one to one will not be good value for money.
- The right coaching environment – Delivering coaching supervision must take place in the right environment, this is not only reserved for the room etc but also the people in the room and also the approach and attitude of those individuals.
- Proving a successful result – The Supervision programme must be able to demonstrate clear results and progress within the coach. This progress must be continually assessed by the coach themselves.

## **Group sessions**

Group sessions will take place at a suitable location for all the coachees, groups will not be any larger than 8 coachees in at any time.

The purpose of the group session is to share ideas, issues and concepts in a facilitated way that is designed specifically to improve the coaching skills of all the coachees in the room. The atmosphere in the room will be one of openness and also confidentiality of the issues discussed. The group will set clear boundaries and contract for confidentiality. There would be agreement

This supervision group would use the ICF Coaching Competencies as a shared framework for the programme. These are as follows -

### **1. SETTING THE FOUNDATION**

1. Meeting Ethical Guidelines and Professional Standards
2. Establishing the Coaching Agreement -

### **2. CO-CREATING THE RELATIONSHIP**

3. Establishing Trust and Intimacy with the Client -
4. Coaching Presence -

### **3. COMMUNICATING EFFECTIVELY**

5. Active Listening
6. Powerful Questioning
7. Direct Communication

### **4. FACILITATING LEARNING AND RESULTS**

8. Creating Awareness
9. Designing Actions
10. Planning and Goal Setting
11. Managing Progress and Accountability

### **7 eye'd Supervision Model**

The Excellence Through Supervision programme is built around the Hawkins and Shoet 7 eye'd model for supervision. This is widely believed to be the best available model on the market for high quality supervision programmes.

The model consists of the following 7 elements

#### **1. The Coachee's System**

What actually happened? This mode focuses on what went on in the coaching sessions with the coachee, how the coach presented themselves, what they chose to discuss and how this relates to previous sessions. It also covers any issues that have arisen from the coaching that the coach wants help with and how they are presenting the issues.

#### **2. The Coach's Intervention**

This mode focuses on the strategies and interventions used by the coach, including which ones, when and why they were used. It might also focus on an upcoming coaching intervention and explore the possible options and the likely impact of each.

#### **3. The Relationship between the Coach and the Coachee**

This mode focuses on what is happening in the relationships between the coach and their coachees. Here the focus is neither solely on the coachee and their system or the coach, but the relationship that they are creating together.

#### **4. The Coach**

This mode focuses on how the coach is affected by their work with their coachees, both consciously and subconsciously, and how they deal with this. This includes both the coach's well being and their development. It also looks at themselves as an instrument for registering what is happening beneath the surface of the coaching system.

#### **5. The Parallel Process:**

The aims of this mode are to ensure that the supervisor/coach relationship is working well and to explore how the coach/coachee's relationships may be playing out or paralleling in the supervisor/coach relationship. The coach can unwittingly treat the supervisor the way their coachee treated them.

## 6. The Supervisor Self-Reflections

This mode is where the supervisor pays attention to what they are experiencing in the supervision sessions. This is the supervisor's "here and now" experience with the coach and what can be learnt about the coach/coachee relationship from the supervisor's response to the coach and the material they present.

## 7. The Wider Context

This mode takes into consideration the wider context in which the work happens, including the context of the coachees, the context of the coach's profession, the context of all the relationships and the wider world of the coach and supervisor. This includes being aware of the wider group of stakeholders in the process that is being focussed on.

### **Added Accountability**

Unlimited Potential also offer a level of accountability for coaches on this programme by offering the supervisor as a second point of reference for the coaching programme.

Should there be any issues concerning the coaching programme that the coachee is unable to bring up with the coach directly, they can contact the coaches' supervisor to talk this through.

This gives the coach significantly more professional status and confidence that what they are delivering to the coachee is the right type of support for them. It also ensures the level of professionalism with the coaching is increased.

### **Additional Work**

- It is possible that during the course of the programme the odd additional meeting may occur and these will be included in the fee.
- If work is requested that is above and beyond the programme stated then Unlimited Potential will charge at their published rates
- Any extra costs will be agreed with you prior to them taking place.

### **Venue**

- Venues for the training will be provided and paid for by you. There is no provision for training venue costs in this proposal.
- Whilst Unlimited Potential do not charge for travel of their trainers they will require that should their trainers wish to stay overnight before or after training then this will need to be paid for including their subsistence.
- Any costs incurred will be pre-agreed with you before they happen.

### **Notification**

- Dates for all programmes will be pre-arranged and agreed. Should the client decide to cancel these sessions they must give 21 days' notice to either the individual delivering the course or to Unlimited Potential on the number at the bottom of this page.
- If less than 21 days' notice is given the client must pay the full amount for that session.

### **Termination**

- Should the client decide to terminate the programme before the agreed end date has occurred, you will be required to pay for all Unlimited Potential activity on that programme up to the date of the termination notification

### **Quality**

- Unlimited Potential is committed to delivering the best possible experience to our clients. We do this by using a rigorous 6 step selection process for our development experts. Any quality issues during delivery will be dealt with promptly and thoroughly. Our quality Assurance Policy is available to be viewed if required.

### **Equality and Diversity**

- Unlimited Potential is committed to equality and understanding diversity at all levels of its business. Our Managing Director is the champion for Equality and Diversity within the company. Our Equality and Diversity policy may be viewed if requested, to show our commitment to ensure fairness to all.

### **Confidentiality**

- Confidentiality is an essential part of our business. To ensure its success we promise not to reveal any of the information given to us by to any outside party in any form (subject to the requirements of any current laws). We also undertake not to reveal any information given to us by an individual if they request that it remains confidential.
- Where requested we will agree to signing a confidentiality agreement to guarantee that this promise is followed. If you require a confidentiality agreement, then please let us know.