



## CoachStation: Coaching & Mentoring Philosophy

Coaching and mentoring are increasingly sought after tools, accessed by people, business leaders and organisations eager to dedicate development time and resources at an individual level to influence goals, opportunities and results. Our focus is on both professional and personal development. It is virtually impossible to delineate between the 'home' and 'work' person, with situations, personalities, values and other traits being a consistent input no matter the role. However, often people feel they have quite varied 'roles' and act differently in each, which can be very challenging and stressful.

The most successful coaching environments are created when the coachee is committed to the program; is willing and able to develop trust between the coach and themselves; works on and through the coaching content in practice between sessions; has a leader who actively supports them; and recognises that the coaching in itself is just part of the story or journey.

*One of the most important factors in whether a coaching experience is successful centers on a quality that must be present not in the coach but in the client. Some call it coachability: the client's willingness to discover their own wisdom and, once found, to act on it.*

*Coaches help clients focus on their most important area of concern, define what they want, and determine what that looks like. Coaches ask questions that aid the client's own discovery - questions that expand the client's perspective and inspire them to take risks. To accomplish this, effective coaches create a safe, trusting environment in which their clients can do this important work. But the client also has a major role in creating this environment. They need to be coachable. A few ways you can enhance your own coachability:*

- *Be willing to think and act differently in the future, even if your current ways of doing things have resulted in success.*
  - *Don't hesitate to break free from old habits.*
  - *Take the time, and make the effort, to clarify your values and the parts of yourself you would like to develop.*
- Read More: [Are You Coachable? 3 Questions to Consider: Joanna Maynard.](#)*

There is no 'silver bullet' or fast-tracking, but the benefits can be very worthwhile.

## CoachStation: Coaching Agreement

Coaching is partnering with clients in a thought-provoking and creative process that inspires them to maximise their personal and professional potential. CoachStation agrees to provide the following services to you, the coachee/client:

- 1:1 coaching focusing on professional and personal development.
- Additional tools, blogs and articles that will reinforce concepts and learning.
- Mentoring opportunities and experiences to reinforce your learning.
- Any additional external resources such as StrengthsFinder or Values assessments as identified.

Upon completion of the initial agreed coaching period, the employer/sponsor, client and coach will evaluate the relationship to see if the coaching agreement should be extended or terminated. I will uphold your confidentiality. I will ensure that all information discussed will be kept confidential, other than in the following circumstances:

1. A referral is made, in which case I will seek your permission to speak to this referral source.
2. We are ordered by a court or lawful Government Agency to disclose information (at which time we will inform you of this) or we determine that there is a clear and imminent danger to you or others.

Where applicable, we will discuss core elements of your program with your immediate manager, HR and/or other relevant leaders within your organisation as sponsors of the coaching. The sole purpose of these discussions is to support and reinforce the program and your development between sessions and you will be engaged in each case.

At all times, clarity and transparency will be provided to ensure a level of comfort, trust and value is provided. The coaching sessions are primarily conducted in person at a venue to be agreed upon by both the coach and client. You are an individual with specific traits, characteristics and desires, forming the basis for your ongoing development. Conditions for success in coaching include accountability and a willingness to:

- Understand that coaching is a comprehensive process that may involve all areas of your life. It requires commitment to focus on and achieve your goals. You acknowledge that deciding how to handle these issues, incorporate coaching into these areas and implement change choices is your responsibility.
- Commit to completing work and practicing discussed fundamentals between sessions, including the action plan you create.
- Understand that the purpose of our interaction is to support you in navigating the path chosen for yourself.
- Commit to making the coaching relationship effective and be punctual for all appointments
- If the coaching is not progressing as you would like, discuss this with me so that we can make adjustments that will assist in you achieving optimal results.

Our philosophy for development is captured in the CoachStation REOWM Coaching and Accountability Model. This concept forms the basis for all of our relationships and is especially applicable for leaders in developing depth in influencing people and when coaching and mentoring.

For more information and to print a copy, access our website: [CoachStation REOWM Model](#)

### CoachStation: Leadership, Coaching & Accountability REOWM Model

 <p><b>Relationships</b></p> <p>Earn the right to have any conversation</p> <p>Meet regularly for formal and informal discussions</p> <p>Make 1:1's a regular part of your role</p> <p>Be prepared to give something of yourself</p> <p>Build self-awareness and emotional intelligence</p>	 <p><b>Expectations</b></p> <p>Must be understood, not just delivered</p> <p>Ensure clarity and context in expectations</p> <p>Set clear goals</p> <p>Discuss team and business standards, goals and values</p> <p>Be clear that these standards and expectations will be key to success</p>	 <p><b>Observations</b></p> <p>Seek self-assessment and employee/client view</p> <p>Clearly state what you have seen or observed</p> <p>Provide feedback &amp; examples</p> <p>Be specific in your words, language and intention</p> <p>Take ownership – rarely refer to what 'others' have observed</p>	 <p><b>Why / Impact</b></p> <p>Discuss how and why this matters?</p> <p>Explain how the discussion content/theme impacts the:</p> <ul style="list-style-type: none"> <li>• Employee</li> <li>• Leader</li> <li>• Team</li> <li>• Business</li> <li>• Goals &amp; Actions</li> <li>• Future</li> <li>• Other</li> </ul>	 <p><b>Measurement</b></p> <p>The outputs, outcomes and results must be understood</p> <p>Know what inputs and actions have contributed to the results...and what needs to be expanded, changed or removed</p> <p>Accountability is most effective, accepted and understood when there is clarity in the outcomes and results</p>
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The REOWM Model is very effective when planning and conducting coaching sessions, in leadership and when holding people accountable.

It is just as effective in developing accountability based on expectations that are sometimes viewed as subjective – an agreed expectation requires accountability, whether it is tangible or intangible.

## Coaching Sessions, Development and Actions

**Session No. 1**

**Date:**

**Discussion Notes/Agenda:** Thoughts and situations you would like to discuss in your next session.

**Observations/Progress:** Notes regarding your actions and results since your last coaching session.

**Actions:** What actions and steps will you take between now and your next session?

- 1.
- 2.
- 3.
- 4.

**Session No. 2**

**Date:**

**Discussion Notes/Agenda:** Thoughts and situations you would like to discuss in your next session.

**Observations/Progress:** Notes regarding your actions and results since your last coaching session.

**Actions:** What actions and steps will you take between now and your next session?

- 1.
- 2.
- 3.
- 4.

**Session No. 3**

**Date:**

**Discussion Notes/Agenda:** Thoughts and situations you would like to discuss in your next session.

**Observations/Progress:** Notes regarding your actions and results since your last coaching session.

**Actions:** What actions and steps will you take between now and your next session?

- 1.
- 2.
- 3.
- 4.

**Session No. 4**

**Date:**

**Discussion Notes/Agenda:** Thoughts and situations you would like to discuss in your next session.

**Observations/Progress:** Notes regarding your actions and results since your last coaching session.

**Actions:** What actions and steps will you take between now and your next session?

- 1.
- 2.
- 3.
- 4.

**Session No. 5**

**Date:**

**Discussion Notes/Agenda:** Thoughts and situations you would like to discuss in your next session.

**Observations/Progress:** Notes regarding your actions and results since your last coaching session.

**Actions:** What actions and steps will you take between now and your next session?

- 1.
- 2.
- 3.
- 4.



**Session No. 6**

**Date:**

**Discussion Notes/Agenda:** Thoughts and situations you would like to discuss in your next session.

**Observations/Progress:** Notes regarding your actions and results since your last coaching session.

**Actions:** What actions and steps will you take between now and your next session?

- 1.
- 2.
- 3.
- 4.

**Session No. 7**

**Date:**

**Discussion Notes/Agenda:** Thoughts and situations you would like to discuss in your next session.

**Observations/Progress:** Notes regarding your actions and results since your last coaching session.

**Actions:** What actions and steps will you take between now and your next session?

- 1.
- 2.
- 3.
- 4.

**Session No. 8**

**Date:**

**Discussion Notes/Agenda:** Thoughts and situations you would like to discuss in your next session.

**Observations/Progress:** Notes regarding your actions and results since your last coaching session.

**Actions:** What actions and steps will you take between now and your next session?

- 1.
- 2.
- 3.
- 4.

**Session No. 9**

**Date:**

**Discussion Notes/Agenda:** Thoughts and situations you would like to discuss in your next session.

**Observations/Progress:** Notes regarding your actions and results since your last coaching session.

**Actions:** What actions and steps will you take between now and your next session?

- 1.
- 2.
- 3.
- 4.