Frontline

Intro session guidance

Prior to the introduction session, participants will have received the coaching handbook. For most of the participants, this is their first-time experiencing coaching so this introduction session will hopefully prepare them to make the most of their first session with you.

The intro session is a chance to meet with all your participants as a group ahead of your first session. The 30-minute group intro session is optional for participants to attend and should take place in the early evening to maximise attendance.

We advise you to deliver one session and share are recording with coaches who cannot attend. This session is billable at £100.

Below are some key points to cover. We also have a slide deck template you can use. Please email coachingsessions@thefrontline.org.uk and we can share it with you.

Introducing yourself

- Share with the participants who you are and anything you would like them to know about you e.g. what your coaching background is

Explaining coaching

- Spend time explaining what coaching means and the different ways people use it.
- You can share some recommendations of what they could bring to the coaching space or give them guidance on how to think about what will be useful to them.
- The session format: 6 x 1-hour sessions

Explaining the coaching process

The coachee will:

- Participants should prepare development objectives to discuss at the first coaching session – invite specific feedback in advance from manager and colleagues.
- Bring an idea/challenge to each coaching session: this may relate to development goals/leadership capabilities or something else which feels important
- Be honest, open and curious in conversations and committed to taking responsibility for own actions and learning

You as the coach will:

- Assist coachee to identify, prioritise and plan how they might meet their development needs
- Help them to work things out for them self
- Challenge and support them to keep them focussed on relevant themes and learning
- Assist coachees to establish the help they want or need and determine how they might access it
- Encourage reflection on specific experiences in order to learn from them
- Actively listen and help coachees to explore ideas without imposing own
- Ask questions which enable issues to be explored more deeply
- Give constructive feedback as and when appropriate

Introduce the capabilities

- The participants will not have seen these capabilities before. Explain that these are framework is intended to outline the skills and attributes that effective leaders demonstrate that leads to improved outcomes for children and families and is broken down into the 4Cs; maintaining curiosity, providing clarity, managing complexity and expanding capacity. This framework is intended to be used by leaders to understand their leadership direction across our programmes.
- The framework is in their coaching handbook.
- Explain that the leadership capabilities provide a framework which they can define and bench mark their progress against. Participants are not required to use the leadership capabilities in their coaching sessions or feel tied or limited by it.
- Instead, it is an activity to complete the leadership wheel together in the first session and then again at the final session. The coach will keep their original wheel and this is a great way to see how they have progressed.
- We will also ask about the leadership capabilities in their feedback forms

Setting expectations

- You will be asked to sign a contract which outlines the coaching agreement.
- Explain some of the features of your coaching agreement.
- Booked at a mutually agreed time usually 1-2 months apart - shall we say we recommend booking all sessions ahead after session 1
- Explain how to book/reschedule a session through Calendly.
- Stress the importance of committing to the sessions, sessions that are cancelled with less than 24 hours' notice will be count as spent.
- Agree on best ways of communication between each other.
- Two evaluation forms, one after session 2 and the other after session 6 - please remind participants from the start that Frontline is a charity, and coaching is funded by the generous donations of our funders. We use feedback to evidence the impact of our coaching. It is also really important for our coaches.
- Coaches are required to record some of their sessions, this is for the coach's development, in the same way that they are observed by social workers. The sessions will only be viewed by the Lead Coach. More information about this and the opportunity to opt out will be shared closer to the time.

Questions

- Give time to answer any questions the group will have.

As you wrap the session, you can share your acuity link to get participants to schedule their first session.