

Coaching Triads

Purpose

Coaching triads are a great way for practising coaches to get feedback on their coaching technique, try something new in a safe environment, benefit from a short coaching session, learn from observing someone else coaching and practice feedback skills. The purpose of triads is to focus on the COACH. It is all about improving skills and learning from others.

How it works

Coaches break into groups of three (triads). If numbers don't afford this, pair people off rather than put in a four. Within each triad, one person will take the role of coach, one of coachee and one of observer. (When in pairs, the coachee is also the observer). They rotate so that each person can assume each role.

Time keeping is crucial. Triad sessions typically last one hour, comprising three rotations. Each session lasts 20 minutes which is typically 12-15 minutes coaching and 5-8 minutes feedback. (If there are pairs, there are two sessions of 20 mins coaching, 10 mins feedback).

A session may look something like this.

00h00	Person A coaches, Person B is coached and Person C observes
00h13	Person C leads the feedback (see below)
00h20	Person A observes, Person B coaches and Person C is coached
00h33	Person A leads the feedback (see below)
00h40	Person A is coached, Person B observes and Person C coaches
00h53	Person B leads the feedback (see below)
01h00	Session ends

Feeding Back

The observer is responsible for the session they are observing. This means;

- 1) Asking the coach before the session starts if there is anything that the coach would particularly like the observer to look out for.
- 2) Owning the timekeeping. Asking the coach if they would like a 5 min warning or similar. Agreeing how 'time up' will be signalled to keep to time (whilst also observing safety).
- 3) Leading the feedback. Once the session has finished, the observer speaks first and
 - a. Asks the COACH – what worked well (try to get a number of examples from the coach), what could have been better and what intervention did they feel had the most impact.
 - b. Asks the COACHEE – is there any feedback that you would give to the coach that they have not already identified?
 - c. Finally, shares their observations – especially on the areas specifically requested to be observed.

Remember, with feedback, be specific and concise. Follow www.ebi (what went well, even better if) where possible.

Multi Q

Purpose

Multiple Question (Multi-Q) technique is brilliant for demonstrating a variety of coaching questions that can arise from hearing the same information. Coaches can learn from different approaches and observe how issues unfold when taking a path that might not otherwise have been explored. Coachees benefit from having multiple questions to consider, whilst only articulating the answer to one of them.

How it works

Coaches break into groups of 3 – 6. One person assumes the role of coachee. The others are all coaches. You may wish to introduce an observer/time-keeper who could also provide some high level feedback at the end. This is not essential.

Contracting takes place in particular around confidentiality, not taking offense if your question isn't chosen and that the coachee may not get to a conclusion (all these activities are intended to serve the coaches practice over coachee outcomes).

The coachee outlines the issue that they would like to be coached on. (2 mins max)

The coaches listen and determine what their first question would be if they were coaching them. They then take it in turn to ask their questions. The coachee listens to each of the questions and then decides which ONE to answer.

The coachee answers that question.

The coaches listen to the response and consider their next question. They take it in turns to ask the question (perhaps change the order each time so it is not the same people going first and last). The coachee listens to each of the questions and decides which ONE to answer.

The session continues this way until either time is reached (suggested minimum is 15 minutes) and/or the session is in a safe space to stop.

It may be that the coachee does not reach a conclusion to their topic, as per contracting.

Feeding Back

One person leads the feedback by asking the coaches what they learned/how they benefitted from the activity. Once all coaches have offered some reflection, the coach is then asked to share their experience of being coached in this way.

Clinic

Purpose

Clinic is a very different way of coaching in that the coaches and coachee have limited interaction. It can be a very powerful experience for the coachee whilst also providing learning opportunities for the coaches.

How it works

Coaches break into groups of 3 – 6. One person assumes the role of coachee. The others are all coaches. One of the coaches is responsible for timing and facilitating feedback at the end.

Each clinic takes either 10 or 15 minutes and follows the outline below. For a 10 minute clinic, each part is 2 minutes. For a 15 minute clinic each part is 3 minutes.

1. Coachee describes the issue/topic they would like help with. They cannot be interrupted. When the time is up, the coaches can ask any questions of clarification but NOT coaching. (e.g. how many people did you say you manage?)

The coachee does not now speak again until point 5. They may wish to make notes of what is said in the following three points.

2. Affirmation. The coaches discuss amongst themselves all of the things that the coachee is already doing, thinking about and trying, based on what they have heard.
3. Questions. The coaches ask the questions that they would ask if they were coaching them. (Remember, the coachee stays silent and does not answer them.)
4. Advice. The coaches offer advice on what the individual could do to help resolve the issue/topic.
5. Reflections. The coachee then shares with the group what they have taken from the clinic, what they might do and when.

Feeding Back

The coach responsible for leading the feedback begins by asking the coaches how they found the experience of the activity. Once all the coaches have had the opportunity to reflect and share, the person leading the feedback asks the coachee to share how they found the experience (rather than the outcome of the clinic).