

7 DOs AND DON'Ts OF INTERNAL COACHING

Internal coaching is on the rise. According to the latest 2016 Ridler¹ report, internal coaching accounts for 39% of the total coaching volume delivered, just behind external coaching that makes up the 42%. Moreover, 75% of organisations expect internal coaching to rise within the next 2 years. Follow this list of Do's and Don'ts of Internal Coaching to maximise its business impact for your organisation.

DO

1. COACH WHEN ALSO WANTED

Coaching is powerful and could be needed by a coachee but will not work if it is not also wanted.



1. COACH IF JUST NEEDED

Before embarking on any coaching conversation check the coachee motivation for the subject at hand, their sense of control about it and of course their readiness to work on it.

DON'T

DO

2. BE CURIOUS

Ask your questions coming from a stand of curiosity, don't ask so to lead the coachee' thinking to your solution.



2. THINK

The coach's job is to ask questions that bring awareness. The thinking about solutions is the coachee's job. As they say "Coaching is the Art of not Knowing".

DON'T

DO

3. ASK SOLUTION FOCUSED QUESTIONS

Ask questions about what the coachee wants not what they don't want, about what has helped them move forward not why they got a problem, about what they have rather than what they lack.



3. ASK PROBLEM FOCUSED QUESTIONS

Notice your questions and wonder whether they are they really useful to the coachee, do they lead to an empowering resourceful state, or do you make them to understand the problem so you can "help"?

DON'T

DO

4. LISTEN FOR RESOURCES

Listen to your coachees' strengths, their values, their achievements. Listen to what has worked and how they managed.



4. LISTEN TO YOURSELF

As fascinating as it can be to listen to ourselves and our opinions about others, coaching time is not the moment for that.

DON'T

DO

5. TRUST YOU COACHEE'S EXPERTISE

Your coachee has all the resources needed to find the solution, they are the experts in their lives.



5. TRY TO HELP

When you try to help someone, this means you know better. Coaching is a partnering relationship where both parts are equal irrelevant of hierarchical positions.

DON'T

DO

6. EMBRACE SILENCE

Sometimes also called "pregnant" silence. Silence creates a "space" for the coachee to reflect.



6. TALK MUCH

Who is doing most of the talking? If it is you the coach, then you talk too much!

DON'T

DO

7. MAKE CLEAR DEALS

Right from the start of each coaching assignment or even just a conversation, make a clear agreement as to what can be brought up and what not.



7. BREAK CONFIDENTIALITY

Breaking confidentiality is the big "no-no" of coaching. Beyond being a major ethical breach, it destroys the future of coaching within your organization. Confidentiality holds not only during a coaching relationship but also after its end.

DON'T

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Visit Atom Wave to find out about the Internal Coaching Certification course accredited by the ICF.

MORE INFO

REFERENCES:

- ICF - International Coach Federation
- SFIO – Solution Focus in Organisation
- Atom Wave Internal Coach Certification
- What is Solution Focused Coaching
- The 6th Ridler Report

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