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Coaching and Mentoring ...a taster



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Who has inspired
you recently?

What we will look at



- Scene setting
 - Definitions
- Research highlights
 - Your Vision



Mentors



- wide ranging and recognised wealth of experience within the field in which they are advising and supporting others
- share the knowledge and experience they have in a way that assists others in determining their course of action or development



Coaches



- do not rely on specialist experience within the area in which their coachee requires support
- Use their skills to enable the individual to find answers within themselves.

CIPD Research Highlights



2011 survey looked at:

- Coverage of coaching
- Spend on coaching
- What is the role and contribution of coaching to the organisation
- How is coaching being delivered
- How is it being evaluated

CIPD Research Highlights



- Coverage of coaching
 - **77% of organizations in survey pool**
 - **Of these 84% using it more now than 2 yrs ago**

- Spend on coaching
 - **77% report either stable or increasing**

CIPD Research Highlights



- What is the role and contribution of coaching to the organisation
 - **Used more than ever to improve performance.**
 - **Used in equal measure for:**
 - Tackling poor performance**
 - Lifting capability in good performers**
 - **Improving employee engagement**
 - **To aid leadership development**

CIPD Research Highlights



- How is coaching being delivered
- **32% line managers** (decrease from 37%)
- **20% external coaches** (increase from 14%)
- **23% internal coaches**
- **19% learning and talent professionals**
- **7% other**

CIPD Research Highlights



- How is it being evaluated
- **Story and testimony 37%**
- **KPI's 30%**
- **Criteria established during contracting 28%**
- **ROI 6%**

- **We don't 26%**

CIPD Research Highlights



Does coaching work?

- 84% of line managers asked regard coaching as 'effective' or 'very effective'
- 92% judge coaching by external practitioners to be 'effective' or 'very effective.'

(CIPD 2005)

CIPD Research Highlights



Example - performance

- Improved performance by the individual and the team
- Less 'human' errors and mitigating the effects of incorrect actions
- Increase in visible performance
- A decrease in managerial time required to monitor and check team members' work due to increased confidence in the individuals' performance

(CIPD 2005)

CIPD Research Highlights



Examples

Confidence and motivation

Behaviour change

Leadership

Communication and employee engagement

(CIPD 2005)

CIPD Research Highlights



Mentoring

- **Seen as distinct intervention**
- **In many organisations in some form**
- **Mostly informal**
- **Offered more widely to employees**



Vision

Where would you like C&M to be in your organisation?

What impact would you like it to be having?

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