

Coaching and Mentoring Policy

Compass Disability Services

Units 11 – 12 Belvedere Trading Estate
Taunton, TA1 1BH

October 2015

Date of Review: October 2018

Purpose

Compass Disability Services is committed to the personal development of all team members. The purpose of having a Mentoring and Coaching policy is to help staff achieve their full potential.

The role of a coach is to support a member of staff in their learning and personal development by helping them to overcome barriers and obstacles, to give feedback on progress and to liaise with line managers regarding progress or barriers. There is normally an agenda, with development objectives agreed at the start of the process.

The role of a mentor is to guide a member of staff through their development, by suggesting methods that can be employed to aid their work, by imparting knowledge and skills to the member of staff to aid their development. It is usually less formal than coaching and can be particularly helpful for new employees and those taking on new roles.

Introduction

Compass Disability Services is committed to the personal development of all team members. We are keen to support our staff in their development; we offer all staff who are learning on the job, undertaking formal training, or new to their role the opportunity to be allocated a coach or mentor. This option is offered to provide additional support for staff learning and meet individual needs, but it is not compulsory.

The Process

The mentor will normally be an experienced employee who can pass on their knowledge, skills or thinking to the member of staff.

The coach will normally be a specially trained coach or another member of staff who has the necessary skills to support the member of staff.

Responsibilities

Responsibilities of the coach /mentor:

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The coach or a mentor is responsible for providing a supportive environment by listening, questioning and giving non-judgemental feedback that encourages staff to set their own goals and act on their decisions. The coach or mentor will commit to having regular contact with the member of staff. This is to be agreed at the beginning of the coaching/ mentoring arrangement and will depend what suits each party.

Responsibilities of the person to receive coaching/mentoring

The individual receiving coaching/mentoring support will commit to meeting with their coach/mentor as agreed.

They will participate fully in the process and be prepared to work towards achieving any personal development objectives or any goals agreed with the coach/mentor.

Responsibilities of both parties

A time period for the coaching/mentoring to last will be agreed at the start of the process, reviewed periodically and revised as required.

How often to meet and for how long should be agreed between the mentor/coach and individual being supported. This should also be checked with the line manager to ensure the arrangement is manageable with work load and other commitments.

Both parties will be expected to commit to the process and give honestly and openly to the process in order to gain the maximum benefit from the sessions.

Training for coaches/mentors

There are several trained coaches in the organisation, but if demand requires additional coaches it may be appropriate to train others to undertake the role. If anyone is interested in becoming a coach, they can talk to their line manager or contact the Training Coordinator.

Policy Revision

This policy will be reviewed every three years and amended as necessary, or earlier in accordance with any forthcoming legislation. All employees should pass suggestions or recommendations for the revision of any aspect of this policy through normal channels to the Chief Executive.

Supporting Documents

Training & Development Policy
Equal Opportunities Policy
Coaching & Mentoring Agreement

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Compass Disability Services

Coaching & Mentoring Agreement

A Coaching /Mentoring Agreement should contain the following:

Name of Coach/Mentor

Name of person to be coached/mentored

Duration of coaching/mentoring process:

Start date:

End date:

Frequency of meetings:

Location of meetings:

Duration of meetings:

Both parties will agree:

- To attend the meetings and participate fully in the process
- To inform the other party if unable to attend a meeting and commit to rearranging the meeting to a mutually convenient date.
- To discuss and agree some personal development objectives or goals at the start which will be worked towards during the period of coaching/mentoring.
- To share appropriate information with the individual's line manager to ensure the learning is supported in the workplace.

Any other issues to be clarified:

Signed:
(Coach/Mentor)

Date:

Signed:
(Individual)

Date:

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