



European
Association for
Physician Health



« empowering the clinician and the patient »

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Being a doctor and staying a person

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RVA
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“We cannot teach people anything;
we can only help them discover it
within themselves”

Galileo Galilei

- + Think of someone who was a strong positive influence on your development and growth
- + What did they do? What was so powerful for you?
- + What behaviours?





Flipchart



- + Think of something that you have been wanting to do something about, but haven't managed e.g. a New Years resolution.
- + Now tell your colleague about that. And get your colleague to give you their best advice for no longer than a minute, then swap round for a further minute.

The advise exercise



» How did that go?



- + “Coaching and mentoring are learning relationships which help people to take charge of their own development, to release their potential and to achieve results which they value” (Connor and Pokora, 2007)
- + “Someone who helps another person to become what that person aspires to be” (Montreal CEGEP, 1988)

Some definitions





It is releasing potential



- ✓ The client is **resourceful**
- » The coach's role is to develop this through **questioning, challenge and support**
- » Coaching addresses the **whole person** in time context
- » The client sets the **agenda**
- » Coaching is about **change and action**
- » The coach and client are **equals**

Foundation Principles



- » Not patronage
- » Not advice giving
- » Not counselling
- » Not fixing or remedial



What it is not



- » High level of self awareness
- » Genuine interest in others
- » Open and approachable style
- » Humility
- » Integrity
- » Confidentiality

Qualities needed in
a coach or mentor



- » Active listening
- » Observation
- » Questioning
- » Challenge
- » Feedback
- » Reflection

Core skills to be a
coach or mentor



»In the same pairs, try the same issue but actively listening and really show that you are listening, as that has the impact.

»Ask these questions instead of advice giving:

»7 minutes each.

Using the coaching approach



How useful was that?



- » Increased job satisfaction, motivation, and self esteem
- » Personal satisfaction
- » Provision of thinking time
- » Opportunities to break down silos, build rapport, and nurture organisational understanding
- » Supervision skills
- » Teaching skills
- » Appraisal skills
- » Leadership skills
- » Teamwork skills
- » Coaching patients for lifestyle change and health

Being a coach or mentor can develop:



- + Changes
- + Choices and work life balance
- + Relationships
- + Balance and prioritising
- + Career decisions/thinking
- + Personal development
- + Fulfilling potential

Typical topics



“You should be willing to find and take part in structured support opportunities offered by your employer or contracting body (for example, mentoring). You should do this when you join an organisation and whenever your role changes significantly throughout your career”.

“ You should be willing to take on a mentoring role for more junior doctors and other healthcare professionals”.

GMC 2013

Good Medical Practice



- 1 What one thing might you change as a result of this mindset shift?
- 2 How could you incorporate coach mentoring in your work?

Thank you for
attending





The listening exercise



Please contact us, we would be delighted to develop
these ideas with you

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- » London Deanery mentoring started in Feb 2008
- » 500 applicants by 2010
- » By 2014 over 2000 applied and 600 trained substantively
- » Good to great. Trainees , leaders, those in major transition

London Deanery service



- Sheffield Hallam 2010
- 'The First Five Hundred' 2010
- Oxford Brookes 2014

Evaluation by



- » Voluntary participation
- » Confidentiality
- » Externality (Accessing a mentor from another organisation)
- » Choice
- » Mentee preparation
- » Trained mentors
- » Supervision and continuing professional development for the mentor
- » Agreements
- » Ethics
- » Limited number of sessions
- » No blame
- » Monitoring, evaluation and review

The 12 principles



- » General Medical Council. Leadership and management for all doctors. 2012. www.gmc-uk.org/guidance/ethical_guidance/11825.asp.
- » Viney R, Harris D. Mentoring supervision for doctors and dentists in a National Health Service (NHS) deanery. In: Bachkirova T, Jackson P, Clutterbuck D, eds. Coaching and mentoring supervision theory and practice. Open University Press, 2011:251-7.
- » General Medical Council. Good medical practice 2013. GMC, 2013.
- » Connor M, Pokora J. Coaching and mentoring at work. Developing effective practice. 2nd ed. Open University Press, 2012.
- » Whitmore J. Coaching for performance—The new edition of the practical guide. Nicholas Brealey, 1996.
- » Viney R, Harris D. Coaching and mentoring. In: Bhugra D, Ruiz P, Gupta S, eds. Leadership in psychiatry. Wiley-Blackwell, 2013:126-36.



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