

Embarking on Virtual and Telephone Coaching

Practical connection tips

- **Contracting** - <https://www.emcouncils.gov.uk/East-Midlands-Coaching-Network>, where working with an existing client you may want to revisit the contract to reflect the new form of working environment for the coaching relationship
- **Technology** - Get comfortable with the technology - test it out with a colleague first
- **Connecting** - Always allow extra time to “connect”
- **The new logistics** - Make sure you have been clear who will contact who, time and the how you will connect. If virtual, suggest that they test that they can access prior to the session.
- **Backup plans** - Have a backup plan if the virtual connection doesn't work - share telephone numbers, or explore the options that would best suit your environment.

Virtual Coaching Tips

Stay focused - Prevent yourself from being distracted by other external noises and concentrate on what your caller is saying.

Notice - Detect emotions. Listen to the emotion in your caller's voice. Does it match or endorse the words they are using?

Be curious - Ask questions. Ask questions to gain more information on points you need to clarify.

Don't interrupt - You listen more effectively when you're not talking, so refrain from interrupting your caller. Let them finish what they are saying; interruptions may break their train of thought.

Don't pre-empt - Avoid pre-empting what your caller is going to say, chances are you will be wrong and miss some of the content of their conversation.

Say it again - If you are having difficulty listening, make the necessary adjustments. You might say, “I'm afraid I missed that last point. Please repeat that for me.”

Summarise or Paraphrase key facts - Paraphrase and reflect back to check you have heard the key facts and content of the caller's conversation correctly. It also lets the caller know you have understood them. Statements such as “What I'm hearing is...” and “Sounds like you are saying...” are great ways to reflect back and paraphrase.

Pen and paper handy - Have a pen and paper on hand and get into the habit of making short quick references to any questions you want to ask or points you wish to raise or comment on. When your caller has finished speaking refer back to your notes and take action. If you are thinking of answers and responses while the caller is speaking, you are not listening.

Visualise - Visualise them talking to you (if using the phone and they are someone you have met)

Silence - If they are silent, wait ... wait some more... and then wait some more after that ...!

To think about

- Listen to the tone, pace, inflection of the clients voice
- Listen to any silences

Sign posting - A client may disclose personal mental health challenges e.g. stress, anxiety, depression, not coping etc. If appropriate, it can be useful to check in as to whether they are receiving any support and sign post them to their relevant organisations HR colleagues for additional help and or information.

Important Documents

- Code of Conduct - Coach and Mentor [here](#)
- Coachee and Mentee Terms and Conditions [here](#)
- Coach and Mentor Terms and Conditions [here](#)

Reflecting on your virtual experience

- How could you tell if your client was :
 - Enthusiastic
 - Stuck
 - Angry
 - Frustrated
- Language – different representational styles:
 - Visual - Anger was written all over her face
 - Auditory - Her voice was wild with anger
 - Kinesthetic - Her anger made me feel shaky
- What did you notice about the quality of the client’s voice?
- What did you notice about the silences?
- What did you notice about the choice of language the client used?
- What felt comfortable?
- What felt difficult?
- What did you notice you did differently from “normal”?

Blogs and resources

- **Resources available on Mye-Coach**
- Safe guarding for coaches, Association for Coaching - https://cdn.ymaws.com/www.associationforcoaching.com/resource/resmgr/articles_&_handy_guides/coaches/articles/rd1st_safeguarding_2019.pdf
- **Coaching in Times of Crisis-** <https://coachfederation.org/blog/coaching-in-times-of-crisis>
- Association for Coaching resources and guides <https://www.associationforcoaching.com/page/ArticlesGuidesCoach>

On Virtual Coaching

- **The Virtues of Virtual Coaching, International Coach Federation -** <https://coachfederation.org/blog/virtues-virtual-coaching>

- This International Coach Federation blog includes a Video Series on 'Making the Shift to Virtual Coaching' <https://coachfederation.org/blog/coaching-in-times-of-crisis>

Resources on resilience, dealing with uncertainty and resilience

- **9 Tips to ride the wave of uncertainty with grace** - <https://noominatan.com/ep28/>
- **Developing Self-Compassion in the Workplace** – Public Sector, Dr Amanda Super (attachment)
- **Looking up and looking after yourself** - Sandra Whiles (attachment)

OCM Coaching webinar links

- Coaching in a virtual space <https://vimeo.com/400544772>
- Coaching in a crisis <https://vimeo.com/403637176>
- Developing leadership capability through coaching <https://vimeo.com/400549833>
- Coaching for strategic challenges <https://vimeo.com/400550302>
- Coaching for an uncertain world <https://vimeo.com/400986761>

Complimentary Webinars: Health & Wellbeing Series

Notion are offering your FREE of charge our brand new [Health and Wellbeing Seminar Series](#)

Please do share these webinar links colleagues.

<https://www.businesscoaching.co.uk/health-wellbeing-webinars>

These short bite-sized webinars were created to help you revitalise health and happiness at work and have been carefully re-engineered to help you get through the current crisis with your wellbeing intact.

The Webinars will cover the following 3 topics:

- Top 7 Resilience Tips for Managers
- Managing Stress & Overwhelm
- Coping with Change