

ILM Coaching and mentoring for managers

Bob Craig
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The relationship between teachers and their manager will have a profound influence on the effectiveness, cohesion and morale of the team. No great revelation there!

In a recent CIPD survey it was found that the main reason why people become disillusioned with their place of work is due to the relationship with their manager. The consequence of this is that they leave (which is a shame if they are effective) or stay and lose their motivation and sense of purpose, and possibly become a corrosive influence.

Conversely, productive relationships based on trust, respect, consistency and other attributes help to build effective teams. Again, no great revelation there. What is less well known is the role coaching can play in building these productive interpersonal and professional relationships.

Coaching and mentoring equip managers to motivate, inspire and guide others. They are a great way to help other people to reflect on their successes and their weaknesses. Through skilful questioning and other techniques, coaching promotes evidence-based decision making and encourages people to take responsibility for their own actions. Coaching is solutions-focused and goal-orientated.

Learning outcomes and benefits

Managers who:

- ✓ Chairing productive, collaborative, solution-focused meetings
- ✓ Conducting challenging conversations (e.g. about under-performance or to resolve personality based conflicts)
- ✓ Appraisals and lesson observation conversations

Client testimonials

"Excellent feedback from the whole group. It's been a useful programme which will help the college embed a coaching approach in its performance culture. We'll definitely use Bob again!"

Lee Gregory

Assistant Principal (Human Resources)
Stockport College

"A very informative, fun and beneficial course. I've developed new practices, which benefit me, my students and my institution. Most useful for me was trying out coaching in small action sets with open and honest peer assessment. Bob helped to create a great atmosphere which allowed us to bond and gel as new level managers in the new structure".

Nick King

Deputy Director of Learning and Achievement