

# SHIFT conference January 2020

## **Coaching conversations; a ‘how to’ guide for personal tutors”**

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# Aims for today

- To be introduced to some key principles of a coaching approach
- Consider how these principles could be applied in personal tutor:tutee contexts

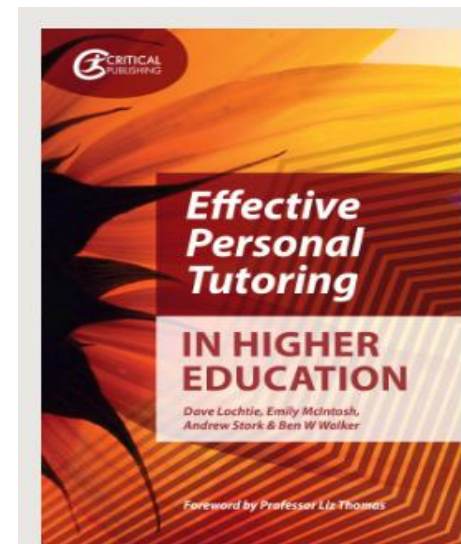
# What is coaching?

Coaching is unlocking people's potential to maximise their own performance. It is helping them to learn rather than teaching them  
(Whitmore, 2009)

Coaching is the art of facilitating the performance, learning and development of another (Downey, 2003)

# Why coaching for personal tutors?

- H.E. discourse increasingly dominated by wellbeing, student mental health, personal development, employability...
- Emerging interest in, and evidence base for, coaching as an **effective** approach for (time poor) tutors to bring about meaningful change
- Students as partners, students developing self-awareness and taking ownership of their learning, development and future career



# Coaching approaches

## Coaching Styles

Helping someone solve their own problem

**Non-Directive  
Pull Style**

Listening to Understand

Reflecting

Paraphrasing

Summarising

Asking Questions that Raise Awareness

Making Suggestions

Giving Feedback

Offering Guidance

Giving Advice

Instructing

Telling

**Directive  
Push Style**

Solving someone's problem for them

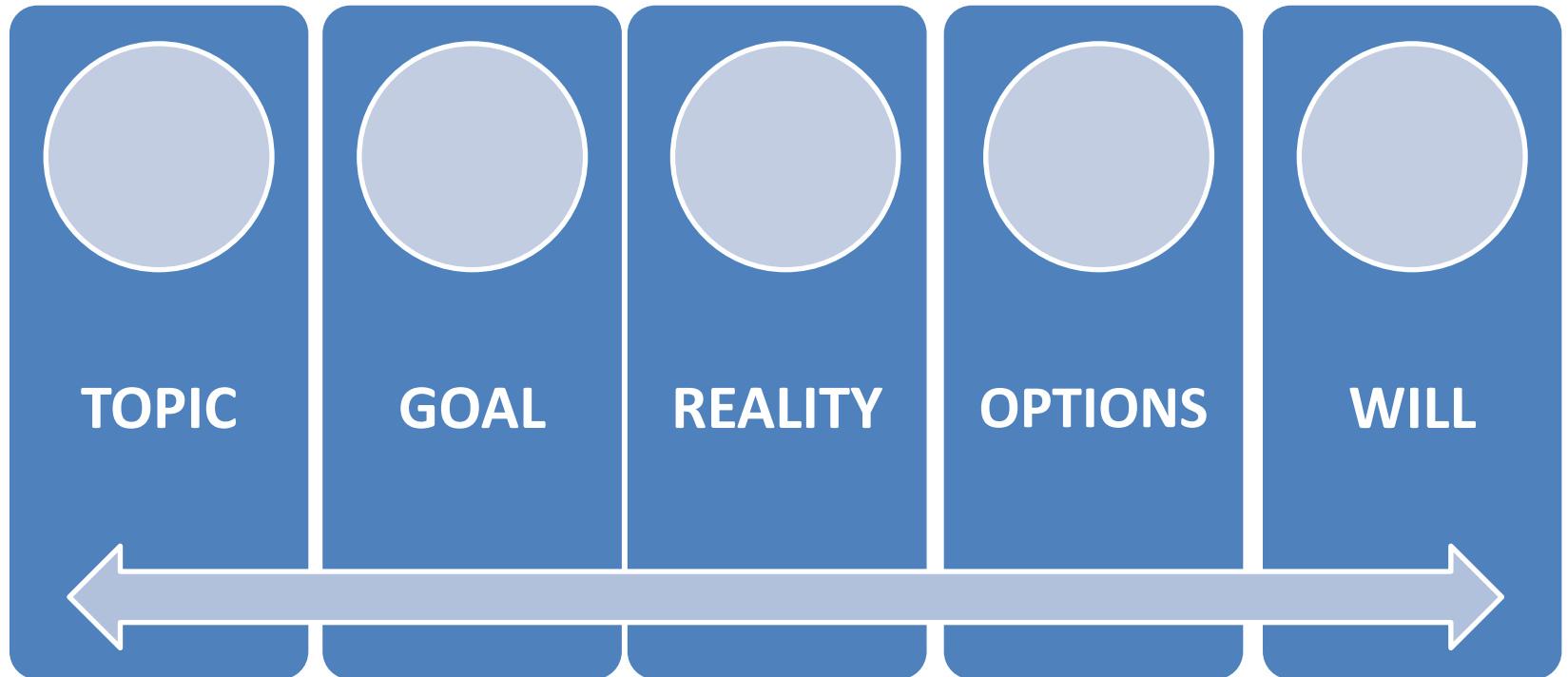
Adapted from The School of Coaching <http://mcdougalldevelopment.com/tag/coaching/>

# Traditional tutor: tutee relationships?

- A deficit model to 'fix' a tutee
- More emphasis on telling and directing?
- Tutor in control/leading the conversation?
- Less on guiding student to enable them to help themselves and work out their own solutions?



# The (T)GROW model



# (T)GROW questions

- Structured conversation, e.g. through goal setting, exploration, generation options and action planning.
- Future focussed
- Solution focussed
- Student is in the driving seat...empowering



# **(T)GROW questions**

## **Topic**

What would be most useful for you to discuss in the next 10 mins?  
What makes this an issue for you now?

## **Goal**

What do you want to achieve?  
Where would you like to be with this issue by the end of our tutorial?

## **Reality**

What is going right?  
What are the implications of doing nothing?  
What have you tried so far?  
What do you want ideally?  
What has stopped you from achieving your ideal outcome?

## **Options**

What are your options here?

## **Will (wrap up)**

What is your next step?  
When will you take it?

# A typical tutorial?

Student is overwhelmed with part time work, time management and personal organisation issues.

Directive conversation...

Cut your part time hours,  
go to study skills for a workshop on  
time management, draw up a time  
planner



# (T)GROW questions in action

A coaching conversation...

Why is this a problem now? (T)

What would you like to happen at the end of our tutorial? (G)

What have you tried so far? (R)

What would be your ideal outcome? (R)

What options do you have? (O)

What can you do now? When will you come and update me? (W)



# What GROW questions will you try?



# Next steps



½ or 1 day practical coaching for personal tutors workshop.  
Hands on exploring GROW and coaching conversations with  
role playing tutor/tutee/observer  
Spring/summer 2020?

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# References

Downey, M. (2003) *Effective Coaching*. Clifton Park, NY : Cengage Learning.

Whitmore, J. (2009). *Coaching for Performance* (4th ed.). London: Nicholas Brealey Publishing.