NHS North West Leadership Academy Coaching Hub

A guide to using the Coaching Hub as a Coach

Coaching Hub is an online system which facilitates the matching of coaches with coachees, and allows the management of subsequent coaching relationships, retaining a record of relationship details and accumulated coaching hours for future reference.

Once registered and logged in, your Home screen will be displayed, from which you can navigate the system by use of the tabs ('My current coachees', 'My coaching requests', etc). Additional quick links at the top of the page allow you to navigate directly back to your Home screen, to your profile update page or to the online user guide, to switch your user type (if available; see Using the system as a different user type, below), or to log out of the system at any time.

Managing your current coaching: Introduction

Any current coaching relationships into which you have entered will be listed in the 'My current coachees' tab, which is displayed by default when you navigate to your Home screen. The 'current coachees' list displays summary details of each live relationship, and clicking a 'view/update relationship' link allows you to view full details for a relationship, or to record additional information for that relationship.

Coaching sessions

On the 'view/update relationship' screen, all coaching sessions which have taken place to date for the selected relationship are listed in chronological order for reference, along with any future session dates and times which have been proposed either by yourself or your coachee. Each time you update the relationship, you may add up to three session dates/times, which may be either past or future sessions. When you propose / log sessions your coachee will be notified by e-mail, and likewise you will be alerted to any session dates proposed / logged by the coachee.

Your coachee will have the opportunity to agree / decline any future sessions you propose, and likewise you can agree / decline sessions they propose. Once the date of any future session has passed it will automatically be added to your total coaching hours record, and any past sessions logged will also automatically be deemed to have taken place and therefore count toward your total coaching hours.

Either you or your coachee can cancel any agreed future sessions, or remove any past session which has not been confirmed as having taken place from the record; when this happens the session will be removed from the relationship record and discounted from your total number of coaching hours.

Relationship notes and documents

You may add any number of notes and associated documents to a relationship record, and choose whether to share any or all of these notes/documents with your coachee. Notes and documents are secured on the system in order that no-one else except you (and your coachee, if you have chosen to share the item) is able to view them.

You may change the 'shared' status of any note or document at any time, so for example a previously shared document can be unshared, meaning that the coachee will no longer be able to access it (although they may already have downloaded and saved it when it was being shared).

Completion of a relationship

Coaches are asked to provide an estimated end date for each relationship from the outset, and may mark a relationship as completed by checking the 'This relationship has now ended' box, and specifying the date of completion and any relevant closing comments. Only a coach or a site administrator may mark a relationship as completed, and once this has been done, no further sessions, notes or documents may be added to the relationship record.

Evaluation of coaching relationships

Depending on how the coaching programme is being run, your coachees may be asked to complete one or more sets of evaluation questions at various points relative to the start and end dates of the coaching relationship. Most commonly, a 'post-relationship' evaluation is used, which is triggered when a relationship is marked as completed, either by the coach or by an administrator.

In some programmes, coaches are also asked to provide evaluation feedback at the point at which a relationship is completed. If this is the case for your programme, you will be taken straight to the evaluation screen upon marking the relationship as completed. You will then have the option to defer completing the evaluation, in which case the option to complete the evaluation questionnaire will remain available in your 'past coaching relationships' list for a period of four weeks from completion of the relationship.

Any evaluation feedback you provide will be accessible and identifiable by system administrators, and you will be given the option of whether to also share your responses with your coachee for any given relationship.

Managing coaching requests

The 'My coaching requests' tab on the home page displays the details of any coachees who have requested a coaching relationship with you using the system's 'search for a coach' facility, but with whom you have not yet agreed or declined to enter a coaching relationship – a number on the tab indicates how many, if any, coaching requests are outstanding.

Any new requests are displayed first; reviewing a new request will allow you to either approve the request and propose a date for an initial session; move the request to your waiting list; or decline the request. In each case the coachee will be e-mailed to inform them of your decision.

Any coachees whom you have placed onto your waiting list will appear below any new requests in the 'My coaching requests' tab. Coachees on the waiting list may be reviewed at any time, whereupon you will have the option to either approve or decline the request for coaching; again, the coachee will be e-mailed to inform them of your decision. A coachee also has the option to withdraw their request if their circumstances or requirements change in the meantime.

If a relationship is assigned to you by a site administrator, it will not appear in the 'My coaching requests' tab, but instead will appear directly in the 'My current coachees' tab as a live relationship.

Viewing details of past relationships

Any past relationships may be viewed via the 'My past coachees' tab on your Home screen. For any past relationship you may view / download any notes or documents which were uploaded by you or shared by your coachee, as well as viewing summary information on the relationship dates and the coachee involved. You may not alter any recorded information for a past relationship.

Viewing and updating your profile

Your profile is the collection of information that the system holds about you in order to best facilitate your coaching activity (including matching you to the most appropriate coachees) and to support the coaching programme. Most of this information is accessible by system administrators and by coachees with whom you have undertaken a coaching relationship or who have identified you as a potential coach in the system's search facility.

Your summary profile information can be viewed by clicking on the 'My profile' tab on your Home screen, and may then be updated by clicking the 'Update my profile' button. You are advised to review your profile regularly and ensure that it is kept updated, in order that you can be assigned to the most suitable coaching relationships. Many of the profile fields are optional, but the more information you choose to provide, the better coaching matches you are likely to achieve.

Certain parts of your profile are never shared with other system users or administrators: your user password is kept secret, and any equality monitoring information you may have provided is used only to generate aggregate reporting statistics; your individual responses are never made available to anyone.

Coaching resources

The administrators of the coaching programme may choose to make general resources available to coaches through the Coaching Hub system from time to time. These can be accessed via the 'Resources' tab on your Home screen.

Supplementary activity recording and reporting

Coaching Hub allows you to record your CPD and supervision sessions, and create a diary/log of additional learning notes and documents. To access these facilities, click on the 'My activity' tab from your Home screen. CPD, supervision and learning activities will be displayed for the time period currently selected; this defaults to the last month, but may be changed as required using the datepickers at the top of the page.

This screen also displays a list of sessions in which you have participated as a coach, during the specified time period.

Your messages

From time to time, Coaching Hub administrators may send out messages to specific users or selected groups of users. Any messages which are relevant to you will be displayed in the 'Messages' tab accessed from your Home screen relationship – a number on the tab indicates how many, if any, unread messages are waiting for you (you will receive an e-mail alerting you when a new message has been sent to you).

When viewing a message, along with the message text there may be one or more associated documents available to view. If associated documents are present, these will only be available to access via the Coaching Hub system; in the interests of security and efficiency these are not sent as attachments in the alert e-mail.

Once you have opened a message, you have the option to send a reply to the system administrator if appropriate. Your 'Messages' tab will display a list of any previously-viewed messages, and will indicate if and when you have sent a reply to each of these.

Using the system as a different user type

If you are registered as more than one user type on the system (for instance, as a coach and also as a coachee), you may switch between these user types at any time by using the 'Switch view' dropdown at the top of the page. The status bar above the 'Switch view' dropdown will indicate which view you are currently using; it is only possible to view one view at any one time.

When you are registered as more than one user type, certain parts of your profile information may be specified separately for each user type – for instance, your intended outcomes as a coachee will likely be different from the outcomes that you assist other coachees in reaching as a coach. Other parts of your profile information, for example your telephone/e-mail contact details, will be used across all your registered user types.

Further questions

If you have any further questions regarding the use of Coaching Hub, please contact **nwla.coachingandmentoring@nhs.net**