Staff member contacts the Coaching Register Manager (CRM)

Staff member discusses coaching option with line manager

GWH staff member has interest in receiving coaching

Coaching Service is promoted across the organisation

CRM distributes and collates post-coaching series evaluations from coachees and their line managers; includes performance improvement measure

**Coachee, their line manager and coach meet to discuss objectives.** Coaching contract is set up

Coaches participate in group (individual as required) supervision

Service effectiveness is measured via performance improvement data

CRM gathers, records & reports monthly data from coaches re coaching sessions and hours

Coach contacts coachee:

* Explain coaching
* What are their expectations?
* Why are they coming to coaching?
* Asks them to call the CRM

1to1 coaching series takes place:

min 3 max 6 sessions

**Coachee contacts coach** to arrange dates

Coachee is happy to work with Contact Coach. CRM confirms with coach

Coachee chooses a different coach

CRM asks if coachee would like the Contact Coach to deliver the coaching, or if they want to choose another coach from the profiles

CRM emails coach with name and contact details of coachee

Coachee informs CRM which coach they would like from the names provided

CRM sends the profile of up to 3 coaches to the coachee

CRM emails all registered coaches to find out who has capacity to take on another coachee.

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