

UN Coaching Programme

Expectations for Coaches on the Coaching Process

This guidance note presents some expectations for coaches.

Expectation #1

Coaches are expected to establish a format for coaching sessions.

The coaching process can be loosely set, meaning you do not need to have a firm structure. Each session can and should be free flowing to some extent, so that you and the client feel comfortable and free to express yourselves. But consider if there are some key things or steps that you want to convey or cover in each session.

Here is a suggested format to use if you wish:

1. Check-in with the client
2. Reflect on prior session take-aways and any action items the client may have been assigned
3. Define a clear goal for the session
4. Conduct a coaching process
5. Review take-aways/impressions

Expectation #2

Prepare in advance for your sessions.

It is important to take some time – at least 10 or 15 minutes before each session – to reflect on the sessions you’ve had already with your client or the Client Profile form. Consider what went well for you and what you might like to do differently in the future.

It's also important to take some quiet reflective time before sessions so that you can be fully present for your client. If you have just come from another meeting or have just been from writing some hurried emails before a session, it's likely that you will not be as present and focused as possible. Before meeting with the client, review any notes from previous sessions and/or actions the client was to take after the previous session. Make sure you are not disrupted (block your calendar for that session, turn off your phone, put a "do not disturb" sign on your office door, etc.)

Expectation #3

Remind your clients that they need to drive the sessions and that the more work they put into their sessions and follow up/homework, the more they will get out of the coaching relationship. You might remind them to identify the challenge or goal they would like to discuss in advance of each session.

They will see reminders about this in their session overviews on the platform.

They may be unsure about which challenge/goal to choose/prioritize and ask for your input. It is fine for you to help them process this; it can help build trust and strengthen your coaching alliance.

You might bring up these areas of focus for a client to consider:

- **Project:** what project/s is/are particularly important or challenging for you right now?
- **People/Relationships:** who would you like to be able to add more value to? What relationship would you like to see flourish?
- **Personal Pattern:** what would you like to shift in the way you lead or operate?

Once your client has identified their area of focus, ask them why it is important and what they want to change in this area. What would be the ideal outcome for the project, relationship or pattern?