



# Return to Work Coaching

The Support Line Return to Work Coaching Service provides professional, targeted support to help individuals make a successful transition back to work after a break.





# Contents

**What is coaching? ..... 2**

**When can coaching help?..... 2**

**How does coaching differ from counselling?..... 3**

**The Coaching Process ..... 4**

**Step 1: Referring Manager contacts Support Line. .... 4**

**Step 2: Manager and Client complete and sign Coaching agreement. .... 4**

**Step 3: Support Line will contact a Coach..... 4**

**Step 4: Post evaluation ..... 4**

**What qualifications or experience do our coaches hold?..... 5**

**Appendix 1: Example communication sent to Referral Manager ..... 6**

## What is coaching?

Staff Care Services’ Return to Work coaching has been specifically designed to assist people to address the psychological and emotional barriers that may be inhibiting their recovery and entry back into the workplace after long term absence or repeated short term absences from work

## When can coaching help?

People use Return to Work coaching to:

- ✓ Understand the way they respond to the pressures they face at work
- ✓ Build confidence and resilience
- ✓ Think about things from another perspective and recognise the choices available
- ✓ Take action to deal with the difficulties they encounter



## Return to Work Coaching

- ✓ Learn new skills, in turn helping them
- ✓ Recognise ways they can take better care of themselves at work
- ✓ Create meaningful plans that they are committed to fulfilling
- ✓ Establish actions that will sustain positive change

Coaching from a qualified individual who is not part of your organisation, makes for a powerful conversation. Having a coach who is not connected to your accountability line or organisation is helpful in supporting you to 'deep dive' in your discussions and conversations

### How does coaching differ from counselling?

Coaching is a non-therapeutic, non-hierarchical intervention intended for people who want to enhance their performance or improve their work or personal situation.

It is task oriented, time limited and solution focused.

The coach is there to help the individual to achieve their goals, improve their performance and grow their skills through listening, giving feedback, encouraging, challenging the individual to develop and implement a plan that aligns with their own and organisational vision.

Coaches use specialised tools, techniques, and processes to enable the individual to build their capacity and help them overcome challenges.



# The Coaching Process

- The Support Line coaching programme provides 6 x 1-hour sessions
- Sessions are delivered online at a convenient time for the individual within the working day with agreement from the referring manager.

### **Step 1: Referring Manager contacts Support Line.**

- Support Line will provide the manager with information, coaching agreement and costs (Appendix 1)
- The referring manager provides Budget code or financial approval.

### **Step 2: Manager and Client complete and sign Coaching agreement.**

- Manager to complete the coaching agreement with the employee to outline what they would like sessions to cover and the outcomes
- A template is provided to be completed (Appendix 2)

#### **Expectations of the Individual**

- To attend coaching sessions as agreed
- To undertake some preparation and reflection time around coaching sessions
- To select areas for discussion
- To set and pursue meaningful goals.

### **Step 3: Support Line will contact a Coach.**

- Support Line refer to coach and provide the completed coaching agreement
- The coach will arrange the sessions directly with the employee

### **Step 4: Post evaluation**

- Upon completion of coaching, both the employee and the coach complete evaluation forms. These are not shared with the referring manager and remain confidential to the employee unless they choose to share the specific content of the sessions with their manager. If the referring manager would like a post coaching debrief session with the employee and the coach this can be arranged (additional cost applies).



### What qualifications or experience do our coaches hold?

Support Line expects coaches to be trained as a Coach and Leadership Mentor or Accredited Coach. This includes demonstrating competence in:

- Understanding how they can improve performance at work
- Understanding how to become more confident
- Understanding planning and organisation
- Understanding how to tackle difficult decisions in time of uncertainty and change
- Understanding how to encourage people to take part in their own development
- Providing access to other Support Line services if necessary

Our Support Line coaches agree to deliver work with:

- **Competence:** coaches shall be competent and knowledgeable in the process of coaching.
- **Independence and neutrality:** The coach must not act, or, having started to do so, continue to act, before having disclosed any circumstances that may, or may be seen to, affect his or her independence or conflict of interests. If a coach has a personal or professional connection with a client who is referred to them, they must not accept the referral and must contact Support Line immediately.
- **Confidentiality:** The coach shall keep confidential all information, discussed and provided by the client
- **Compliant:** Coaches agree to hold current, up to date Professional Indemnity Insurance.



# Appendix 1: Example communication sent to Referral Manager

Thank you for contacting Support Line for our Return to Work coaching programme.

The Coaching programme is unique in that it offers a professional coach experienced in working with staff in relation to the challenges or concerns they may have in being absent from work due to sickness

Staff are offered 6 hours of coaching, giving them the opportunity to actively consider issues, enhance effectiveness in their work by unlocking personal potential to maximise performance. For full details on the service and how it works please read our Coaching Guide

Support Line will need **work contact details (phone and email) for the employee** These details are to be supplied with the understanding and agreement that this information will be passed on to the coach by telephone or email.

I hope that these terms and conditions meet with your approval and look forward to receiving your confirmation in due course.

**Once Support Line receives your coaching agreement and confirmation of costs (including any relevant budget code/agreement to fund), we will refer to a coach.**

When the coaching is completed Support Line will forward a brief report, produced by the coach and employee. This will give general feedback on the usefulness of the coaching and whether the outcomes outlined in the agreement were reached or not. The specific content of the sessions remains confidential.



## Appendix 2: Coaching Agreement

### COACHING AGREEMENT

*To be jointly completed and signed by the manager & employee*

Name of Employee: \_\_\_\_\_

Home Tel No: \_\_\_\_\_ Work Tel No: \_\_\_\_\_

E-mail: \_\_\_\_\_

Name of Manager: \_\_\_\_\_

Business/School/Academy: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Employee - What do you want to see as a result of the coaching?

Signed ..... Date.....

Manager - What do you want to see as a result of the coaching?

Signed ..... Date.....

*Please use separate sheet if required*

Staff Care Services is committed to protecting the rights of the individual and acknowledge that any personal data of yours that we handle will be processed in accordance with the new General Data Protection Regulations (GDPR) 2018. [Privacy Policy](#) For an alternative format call 03301 249 994.