



Coaching & Mentoring Impact Review -

Supporting staff across the EoE Region grow

The context

What is Coaching? Coaching is one of the key approaches through which leadership within organisations can be developed. It is a method of deploying techniques to help a leader unlock their potential to access their own resources and capabilities in order to facilitate the achievement of organisational success. Whether as a one-to-one focused and bespoke relationship or within a group context, coaching is often perceived as the single most effective development intervention that medical/ clinical/ administrative staff in a variety of leadership roles can access.

What is Mentoring? Mentoring is the support and guidance of one individual to another to support and expand professional development. The emphasis is on the needs of the individual, with mentoring encouraging independence, autonomy and self-development whilst helping to identify opportunities for future development.

These collective improvements in an individual's performance can lead to increased job satisfaction while they also help to support the link between an individual's role and their impact on patient/client care, benefiting the organisation and the health and care sector.

NHS Leadership Academy Coaching and Mentoring Hub: We have an established network of experienced coaches and mentors who support the growth of staff across the region through a national database which can be accessed free of charge.

In the east of England region, there are:

165 coaches and 499 coachees. Of the registered coaches and coachees that provided feedback:

- 100%** would recommend coaching a colleague
- 95%** would recommend their coach
- 95%** of coachees would recommend the NHS Leadership Academy Coaching and Mentoring Hub to a friend or colleague.

78 mentors and 209 mentees. Of the registered mentors and mentees that provided feedback:

- 100%** would recommend mentoring to a colleague
- 87%** would recommend their mentor
- 81%** of mentees would recommend the NHS Leadership Academy Coaching and Mentoring Hub to a friend or colleague

This critical resource has helped individuals with problem solving, navigating change and complexity, career progression, increased confidence, and greater self-awareness, all of which form the basis for personal and professional development. Our coaches and mentors come from diverse backgrounds and have helped leaders with numerous challenges at various stages in their careers. The focus of these interventions is driven by the coachee/mentee for maximum engagement.

Individuals who have received coaching or mentoring have provided the following feedback:



87%

of people agree or strongly agree that mentoring helped them gain insights, knowledge and/or skills that will help them develop in their careers.



87%

of people agree or strongly agree that mentoring was a valuable use of their time.



95%

of people agree or strongly agree that coaching helped them gain insights, knowledge and/or skills that will help them be more effective.



95%

of people agree or strongly agree that their coach helped them work through important and challenging goals for them.



95%

of people agree or strongly agree that their coaches skillfully supported their development.

Participants shared the following testimonies:

“Coaching clarifies my thinking and focus.”

“Coaching has improved my confidence leading to improved decision making and better leadership.”

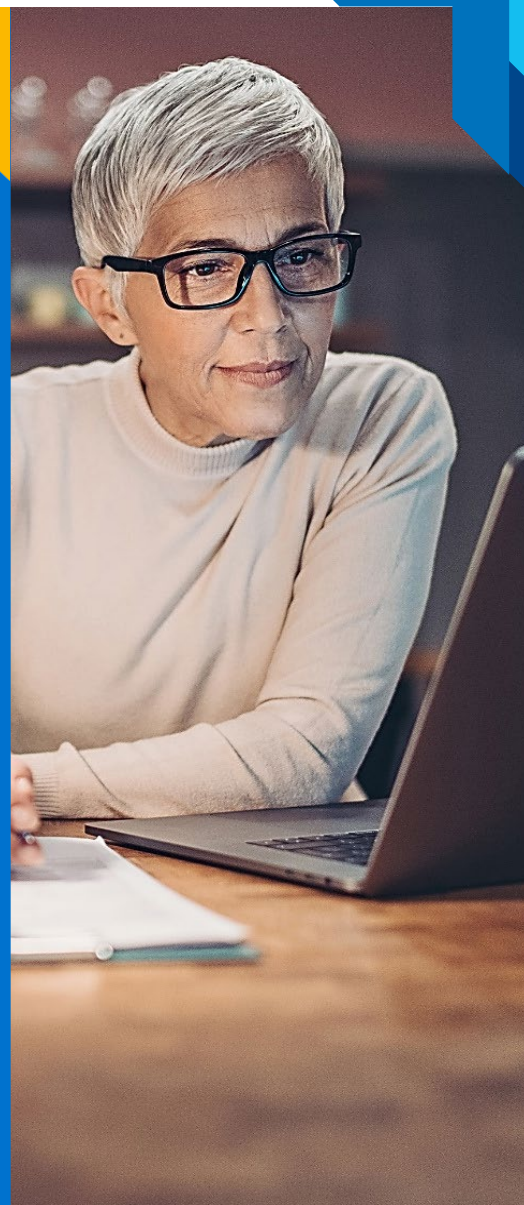
“Coaching has helped me to re-evaluate myself and my role and how I can move forward constructively. I have gained confidence which has helped me in dealing with some challenging issues that have presented themselves to me at work.”

“Thinking about myself as a person and as a leader, the greatest impact resulting from my coaching has been how I plan and carry myself in my role. The ability to take a more strategic and broader lens on thinking.”

“Mentoring helps me to work through tough decisions about my career. It gives me perspective. It improves my mental health.”

“My mentor helped me to think through my specific strengths and skills and how they could be applied to different roles. She helped me to see that I had so many more role opportunities available to me than I had initially thought. She also gave me the confidence to apply for the roles that I hadn't previously applied for as I didn't meet all of the criteria but she helped me to see that this shouldn't be a barrier.”

“For me the greatest impact resulting from my mentoring has been more confidence in dealing with conflict and standing up for myself with confidence.”



Some of the challenges coaching and mentoring has enabled people to address are:



Approaching some difficult relationships and understanding the steps that need to be taken to address these.



Team conflict, managing self-doubt, and establishing oneself in new roles and organisations.



Prioritisation, identifying own values, overcoming perceived limitations, identifying career progression.



Feeling stuck in their career and challenging situation.

If you are interested in accessing Coaching or Mentoring, please visit [our EoE website](#) and register on our [NHS Leadership Coaching and Mentoring Hub](#).