



**Future Talent  
Learning**

# **VIRTUAL ACTION LEARNING LEARNER GUIDE**



# LIVE COACHING FORUM

Working in a small team you will share and support each other through challenges using a 'solution-focused' coaching approach. You will learn how to effectively ask questions to support exploration and diverse thinking. You will discover the power of affirmations and sharing best practice.

This unique approach to team problem solving will develop your coaching and mentoring skills. You will have the opportunity to present your own challenge and work with the group towards solutions. Your team will be made up of a diverse cohort of learners, enabling you to draw on each other's experience and gain alternative perspectives and insights outside of your own organisation and industry.

Live Coaching Forums take their inspiration from Action Learning and Solution-Focused Reflective Teams practice. They are rooted in a collaborative approach to overcoming challenges. Acknowledging that individuals are well resourced and usually have the solutions within, Live Coaching Forums seek to support team members to find these solutions through effective questioning, positive reinforcement and pooling of collective knowledge.

## OVERVIEW OF PROCESS



### Introduction and check-in round

- The facilitator will briefly explain the LCF process and confirm commitment to the 'Member Agreement'
- The team will be invited to bring themselves 'into the room' bringing their focus to the space
- Familiarise yourself with the 'Member Agreement' and commit to it (raise any objections if you have any)
- Disconnect from the many demands for your attention i.e. Email, Phone, Teams

### Bidding round

- The facilitator will invite team members who wish to present a challenge to 'bid' for this opportunity
- The team will decide which challenge is to be presented
- If you would like to present on a challenge, ensure:
  - The challenge is work related
  - You are comfortable exploring this challenge openly and receiving feedback
  - You can discuss the challenge without disclosing sensitive information

- Vote on the challenge to be presented
- Challenges may look like:
  - Engaging with stakeholders
  - Managing a complex project
  - Giving difficult feedback
  - Building trust and relationships

### Presentation round

- The facilitator will invite the presenter to provide an overview of the challenge
- If presenting, provide as detailed an overview of the challenge as possible
- As a member of the team, provide your full attention to the presenter

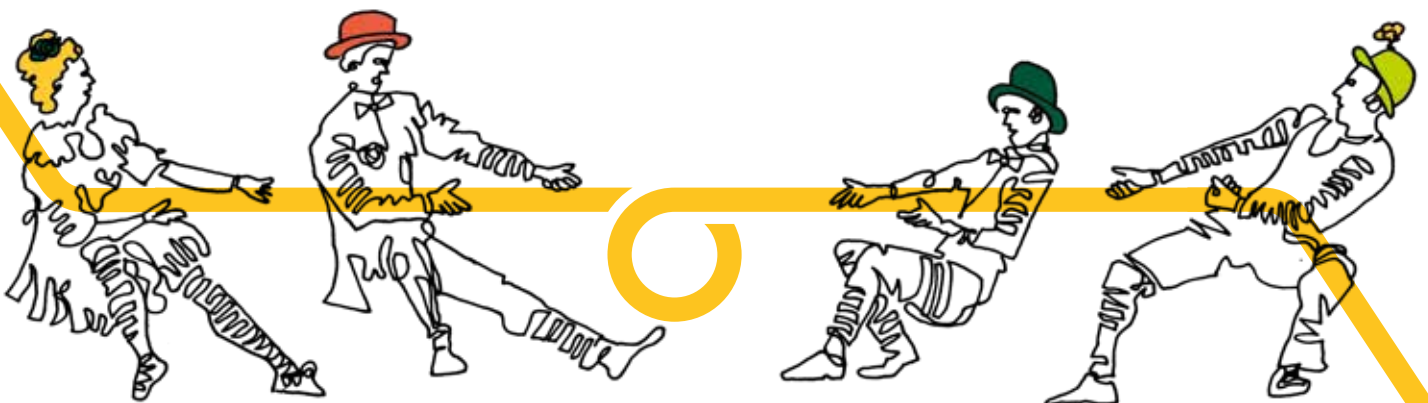
### Clarification round

- The facilitator will invite members of the team to ask any questions which help to understand the specifics of the presenter's challenge more clearly.
- Ask clarifying questions, usually closed questions, requiring a simple "Yes", "No" or one word answer.
- Example clarifying questions:
  - What is your timescale?
  - How many people are there in your team?
  - Do you have a budget/ budget constraint?
  - Am I right in thinking ... (paraphrase understanding of issue)?
  - Is your manager on board with this approach?



## Coaching round

- The facilitator will invite members of the team to ask ‘coaching questions’ to help the presenter gain a greater understanding of their challenge
- Paying attention to the presenter’s challenge, pose questions which you feel will support the presenters understanding and thinking around the challenge
- Coaching questions should open-up a presenter’s thinking and should be free of advice, judgement or agenda. For example:
  - Getting clear on outcome:
    - What is the difference between how you see things now and how you would like them to be?
    - How will things change if you are successful?
    - What’s the best possible outcome?
    - What would success look like?
    - If things worked out exactly as you want, what would you see/ hear/ feel?
  - Exploring the current situation:
    - What is currently working well?
    - What is your biggest strength/ asset right now?
    - What is your biggest difficulty or problem?
    - How do you feel about this situation?
    - How does the situation affect you/ others?
  - Digging Deeper:
    - Explain more about ...?
    - What difference will that make/ has that made?
    - What else?
    - What exactly?
    - What will you see/ how will you feel when you make progress on this?



- Gaining fresh perspectives:
  - What metaphor could you use to describe the situation?
  - What's the most extreme measure you could take?
  - What would your colleague/ manager/external consultant say?
  - What is you did nothing?
  - What assumptions are you making about this situation/other person?
- Moving forward:
  - What's stopping you?
  - What one action would make the biggest impact?
  - How can you best prepare/resource yourself?
  - What options are open to you?
  - What would be the smallest signs of progress?



### **Affirmation round**

- The facilitator will invite the presenter to go off camera and mic and invite members of the team to provide affirmations to the presenter.
- Based on what the presenter has shared with the team highlight the personal attributes, skills and positive actions already demonstrated.
- Example affirmations:
  - I like the way the presenter...
  - I was impressed by the presenter's...
  - I celebrate the presenter's skills/strengths/ability...
  - It is impressive/positive they have already...

## Reflection round

- The facilitator will invite the presenter to go off camera and mic and invite members of the team to provide their reflections to the presenter.
- Based on what the presenter has shared with the team discuss what you may do/ have done in a similar situation and what ideas you would explore to overcome the challenge.
- Examples of reflections:
  - When I was in a similar position, I found what was helpful was....
  - If I were in this situation I would...
  - What I was struck by was... which made me think I would try...
  - I would be inclined to explore...

## Closing round

- The facilitator will invite the presenter to return on camera and mic to thank the team and share key takeaways from the process.
- If presenting, take the opportunity to thank the team for their input and share what you will take away from the session
- As a member of the team, provide your full attention to the presenter
- Examples of presenter closing:
  - I would like to thank the team for....
  - I found .... particularly useful
  - My next steps are likely to be....
  - I will go away from this session knowing....

## Facilitator Round up

- The facilitator will summarise the session and highlight instances of good practice before thanking the team and closing the Live Coaching Forum.

## Member Agreement

As a member of a Live Coaching Forum:

- I agree to maintain confidentiality. I will not share content or bring up/talk about issues that relate to another member outside of our Live Coaching Forum unless the presenter themselves initiates the conversation.
- I agree to actively listen and be free of distractions to the best of my abilities. Whilst others are speaking, I will give them my full attention (i.e. no texting/answering emails/ looking at other screens).
- I will 'declare an interest' if I feel too close to an issue being presented on.
- I am open to guidance from the Facilitator in order to best contribute to the Live Coaching Forum.

