

# **Coaching and Mentoring Information**

## **Coaching and mentoring, what is the difference?**

**Coaching** – a supportive, goal-focussed approach between an individual and a coach to enhance specific skills or achieve agreed goals and aims.

### **Coaching is:**

- Time-bounded – short-term
- Focussed on improving performance – in the practice, in studies, etc
- Often facilitated and supported by a supervisor, manager, or professional coach

**Mentoring** – is when a mentor provides guidance, advice, and support to an individual/ mentee for their career and personal growth.

### **Mentoring is:**

- Long-term
- Focused on the mentee's overall development
- Usually facilitated by someone with more experience in a similar field as the mentee

## **Who are coaching and mentoring for?**

Coaching and mentoring are for individuals who are seeking guidance and support to grow personally and/ or professionally. They are aimed at helping individuals to develop their knowledge, skills and/ or practice.

## **How can coaching and mentoring help the mentee?**

Coaching and mentoring are tailored to support individuals at any stage of their career, supporting them to achieve their goals, overcome challenges and to unlock and realise their potential.

**Coaching and mentoring can help individuals in a variety of ways – including:**

- Motivating and encouraging the individual
- Offering guidance and direction
- Helping to build confidence in applying knowledge to practice
- Learning study strategies and new ways of thinking
- Making links between the work they do and the standards/ requirements of their qualification
- Supporting the individual to manage the balance between work, life and their studies

**How do I access coaching and mentoring?**

**Coaching and mentoring can be requested by speaking with your:**

- **Supervisor** – coaching and mentoring may be requested by asking your supervisory Line Manager. Coaching and mentoring may be identified in your continuing professional development plan to support you with your practice and/ or career development
- **Manager** – you can ask your manager if they could coach and/ or mentor you directly or they may be able to connect you with a coach or mentor
- **Human Resources** – coaching and/ or mentoring may be requested to support you with your practice and/ or career development
- **Workplace Learning and Development department** – coaching and/ or mentoring may be identified and provided as part of your employers learning and development strategy, usually facilitated by the Learning and Development department

## **What should a mentee expect from coaching and/ or mentoring – the coaching and mentoring process**

### **Coaching:**

- **Assess needs** – identify areas for improvement
- **Set SMART goals** – Specific, Measurable, Achievable, Relevant/ Realistic, Time-bound
- **Develop a plan** – set out steps to achieve goals
- **Monitor progress** – track achievements and adjust strategies as needed
- **Evaluate outcomes** – measure success against set goals

### **Mentoring:**

- **Build a relationship** – establish trust and rapport with the mentee
- **Set long-term goals** – focus on career objectives and personal growth
- **Experiential understanding** – offer insights from the mentor's professional journey
- **Encourage reflection** – help the mentee gain self-awareness and learn from experiences
- **Provide support** – offer help and guidance to overcome challenges

## What are the benefits of coaching and mentoring?

### For the individual:

- **Personal growth** – nurtures self-awareness, confidence and is motivational
- **Career development** – encourages goal setting and skills-building, is solution-focussed and provides career guidance
- **Work-life balance** – promotes good time management and boundary setting

### For the employer:

- **Better employee performance** – increases employee skills, efficiency and effectiveness
- **Employee retention** – employees feel valued and supported, have enhanced job satisfaction and reduced staff turnover
- **Culture of learning and collaboration** – employees become more solution-focussed, adaptable and co-productive

### Useful resources for more information:

- **SHSCT – benefits of a coaching approach** (**this is a film and link to be added**)
- **Social Care Council – Values Based Retention Toolkit** – [Values-based Retention Toolkit – NISCC Learning Zone](#)
- **Social Care Council – Employer Responsibilities and Guidance** – [Social Care Employer Responsibilities/ Guidance – NISCC Learning Zone](#)