

# Coaching tips for supporting wellbeing

## Coaching tips

Coaching is about Supporting, Encouraging and Empowering someone to overcome challenges, setting their own achievable goals and finding their own sustainable solutions. Using coaching techniques can be a useful way to build rapport and trust when it comes to managing others.

Before you coach someone else, it's good to check-in with yourself. Make sure you are in the right frame of mind. Do you feel comfortable in your own ability to coach someone else?



### Time

- Try to create some routine and regularity around 1:2:1's – this is less stressful than random or irregular meeting requests
- Avoid back-to-back sessions, allow for over run - give yourself a break between sessions
- Avoid times where you or your employee might be more distracted or lacking energy

How do you get the most from your coaching 1 to 1's?

### Listen to understand

- Active listening is a skill which requires practice, listen without interrupting or preparing what you want to say next
- Reflect back so you can be clear of your understanding and the employee feels understood
- Be aware of your own body language and tone of voice
- Empathy helps to build bridges, apathy & distraction creates walls and barriers

### Be open

- Take an interest in the person, not just their work
- Avoid making any assumptions, being open minded helps a conversation to flow
- Listen & observe, e.g. tone of voice and silence is ok, don't fill every gap

When did you last attend a coaching skills course?

### Topics and questions

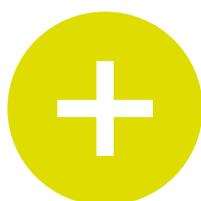
- Closed questions inviting yes, no, or maybe answers don't help a conversation
- Look for common ground – a small patch rather than a continent. Once you've found the ground, work with it and see how it grows
- Asking for help to understand a topic is a great way to get someone to be more open, talk more freely and helps build their confidence
- Use coaching as an opportunity to learn and expand your own mind as well as your employees

# Supporting wellbeing through 1 to 1 coaching

## What is Wellbeing?

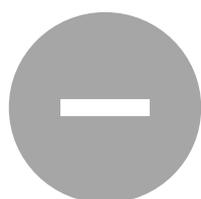
According to the Oxford Dictionary Wellbeing [ *noun* ] – is the state of being comfortable, healthy or happy.

When it comes to our own physical and mental wellbeing, we know that there are many factors that contribute to and influence it such as:



Community	Healthy lifestyle, including nutrition, regular exercise
Safe home	Sleep & relaxation
Strong relationships	Financial security
Social, family & work	Own values & beliefs
Support network	Good work
Good health	

Who is your mental health First Aider? Would you like to be trained?



Lack of community	Too much time online e.g. social networks & online gaming
Relationship breakdowns	Gambling which can lead to financial concerns
Traumatic life events	Genetics
Stigma & discrimination	Financial insecurity
Poor health	Poor work
Unhealthy lifestyle	
Drugs & alcohol misuse	

## Warning signs

At work there are possible warning signs that may indicate that someone is struggling with their wellbeing and mental health, such as:

- Decreased productivity / performance
- Missing deadlines
- Low mood, morale & energy
- Mood swings
- Erratic or unacceptable behavior
- Change in appearance
- Lack of co-operation
- Safety problems
- Frequent mistakes
- Increased sickness absence
- Unplanned absence
- Presenteeism
- Poor concentration
- Increased complaints & conflict
- Quick to use grievance procedure
- Arguments & conflicts with others

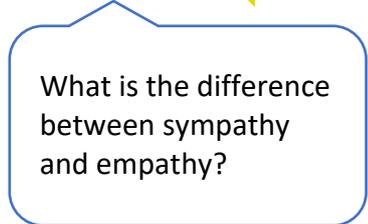
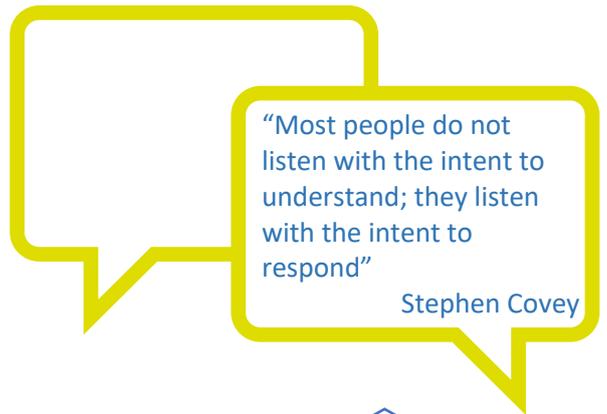
Do you really understand mental health in the workplace?

Such warning signs may be a prompt for you to have a chat. Try to understand if there's anything happening at work or outside of work that is having an impact on the individual.

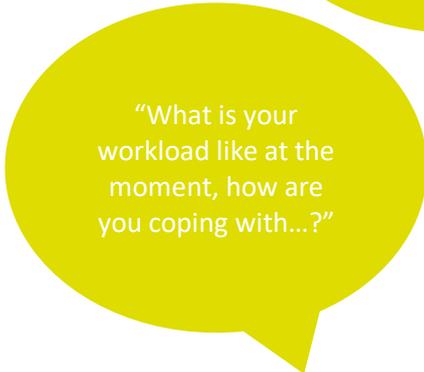
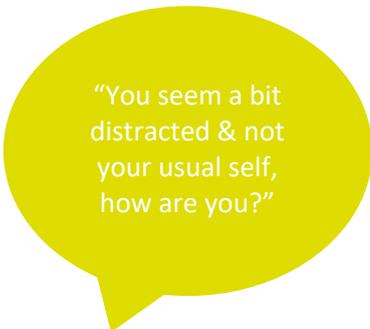
# Supporting wellbeing through 1 to 1 coaching

## Approach, Listen, Respond, Support

- Choose an appropriate time & setting to talk
- If you have a concern, express it in a way that is open and puts the employee at ease
- Be prepared if the employee becomes emotional, they may be feeling overwhelmed by an issue / situation
- Be empathetic & listen without trying to judge
- It can be helpful to clarify back to the other person your understanding
- Offer reassurance that it's ok for them to talk if they want to



## Tips for open style questions



**Resources**  
Be aware of what resources of help & support are available, whether internal or external. E.g. HR, EAP (Employee Assistance Programme), Mental Health First Aider or external support such as Mental Health organisations, charities and professional work place support such as Fit For Tomorrow

## 5 Pillars of Wellbeing

These are known to have a positive impact on a person's overall wellbeing

**Feeling connected**



**Being physically active**



**Keep learning**



**Giving to others**



**Taking notice**



Workplace Coaching, Training & Wellbeing Solutions  
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