



Turning Talent into Performance

July 2009 Edition

What's Happening?

Congratulations to **Spalding High School** who were judged “outstanding” in their recent Ofsted Inspection.

Jill Abram, Assistant Headteacher, says she has no doubt that coaching played a key role in this, so I wanted to feature her case study in this newsletter to share with you exactly what they've done and how they've changed things as a result of our work together.

“As a school, we have already begun to use our first cohort of trained coaches in various ways. All coaches were linked to a department and went to talk about Peer observations and what we could offer. The new style Observation form will run alongside and compliment our own Performance management model. We also used the coaching model to do a learning walk across the school with SLT visiting all staff. This has really helped to open our classrooms and staff have been very positive about the feedback from this style of observation. Our pastoral heads have also introduced some coaching techniques to tutors in a Twilight training session with again really positive feedback. Coaches will be linked to new staff coming into school next year. Staff who completed the course very quickly began to see the potential with students with positive results. The second cohort of training is again oversubscribed and the possibilities for using coaches seem to be constantly developing. It's probably had the most impact of any training we have had. **Ofsted recently graded us as outstanding and I have no doubt that coaching had its part to play in this!**”

Spalding High School are 'leading the way' with coaching in Lincolnshire schools. So far 13 members of staff have achieved “Coaching Champion” level and they will soon have 25% of their staff trained in Coaching – a massive achievement. **Hooray for SHS! Hooray for coaching!**

Ask the Coach...

Q: What is an effective question?

A: An effective question is...

- 1. OPEN** – Questions which are closed, leading or begin with “why” are not powerful and usually block the coaching. Remember the coachee is ALWAYS right and they do not have to come up with the your answer! Start your questions with a “What”, “How” or “If”, and if you get an answer in your head, for goodness sake block it out so that you don't steer them down YOUR path to YOUR answer!!! ;-)
- 2. SHORT & TO THE POINT** - Too often, people ask questions which are long and unclear – a bit like the interview question that goes on forever and when they've finished you haven't got a clue what they've said! Or we ask 2 or 3 questions at once, which turns it into a long question and confuses the coachee. Then how do they answer?! Be direct and don't ask more than one question at a time! Aim for 12 words or less, and it'll be much clearer for them (and you!)
- 3. CURIOUS & RELEVANT** - it's easy to be nosy or get side tracked, so make sure you ask questions that are focused on the positive outcome/mini-goal for the session and avoid 'information gathering' questions that waste time and don't actually improve the coaching!

4. **RAPPORT BUILDING** – Mirror back some of the coachee’s language or use their metaphor to create rapport and understanding.
5. **ONE THAT GETS RESULTS FOR THE COACHEE** – A powerful question stops people answering on “auto-pilot” and makes them think and move forward towards their goal.

Quick Tips

1. In your daily life, try asking questions when you would usually tell, advise or suggest
2. Turn closed questions into open ones, eg “Is there anything else you could do?” becomes “What else could you do?”
3. Listen fully to the coachee BEFORE you think of a question
4. Get the question right in your head BEFORE you start to ask it!
5. If you really don’t know what to ask, ask your coachee!

Resources, Events & Offers

- [Latest “Video Feedback” is here](#) - Huge thanks to everyone that took part in this.
- **Summer Holiday Special** – Book your Coaching Programme before the end of term, quoting “newsletter” to receive a free bottle of Champagne on your first session ;-)

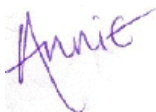
Food for Thought

“I’ve just realised that coaching is about teaching a man to fish and he’ll be able feed himself for life - and I think that’s fantastic!”

Thanks to trainee coach Marion Nugus at Swinton Community School for this – what a brilliant metaphor!

Have you got any questions? Would you like some help or practical advice? Please do let me know!!!!
If you're thinking you might like a coaching programme for your school/college to help you become “outstanding” - simply **hit your "reply" button now & send the words "I'm interested"** to find out more
OR call me personally on 07740 930725

Wishing you a very happy & refreshing Summer Holiday!



PS Contact me with your comments, contributions and ideas by emailing annie@kudosacademy.com

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