

Coach, Counsellor or Mentor? Or something else?

| |
|---|
| Anna has just completed her CELTA. The students enjoy her classes and she is using a good variety of materials. She is really proactive and keen to get better but she is still rather shaky, especially with grammar and writing lessons. |
| Brian has been teaching for about three years post CELTA and has become an accomplished teacher, getting good feedback from his students. He hasn't taught exam classes before but is keen to develop as an IELTS teacher. |
| Claire has been teaching for about 6 years and completed her DELTA two years ago. She receives excellent feedback and her students make great progress. She is a happy and deservedly confident teacher and she has recently mentioned an interest in moving into teacher training. |
| Duncan has been teaching for about two years and is keen to do the DELTA. However, there have recently been complaints from his students that the class is unruly and they 'aren't learning' anything. A follow-up observation revealed classroom management problems – students were on their phones a lot and speaking their own language. He had trouble getting students on task and tended to avoid the side of the class with the disruptive students. |
| Ed has been teaching for about 5 years and is a fabulous teacher. He is very reflective of his own teaching and has started thinking about doing the DELTA. However, he wants to prepare himself first as he feels there are gaps in his knowledge, particularly with teaching pronunciation and vocabulary. |
| Frances started working at your school about 4 months ago. She has a fair amount of experience having been a school teacher for about 20 years before doing her CELTA a year ago. After an initial honeymoon period, there have been a few problems which you have addressed along the way, but things seem to be getting worse. Students feel that she is too strict and that her lessons are boring. Yesterday she told off a 40-year old student because he was late. The student felt belittled and came to complain. When you spoke to her, she said 'if the student doesn't like my class, he is welcome to move to another class but I won't have students arriving late.' When you mentioned that students felt bored, she mentioned that they 'were spoilt brats' and she isn't paid to provide entertainment. |
| Grant is a fairly newly qualified teacher who joined your school a year ago. He is already showing great promise. He has a way with people and often mediates disputes between students. He has a very positive attitude and stops a lot of niggles in the staffroom by showing empathy and offering encouragement. You feel he could go far with your company as he is already displaying very positive traits. |
| Heather has been a valuable employee for about three years. Lately, she has been going through a difficult time at home with marriage problems. She is often distracted and down at work and this has affected the quality of her work and her relationship with her students and colleagues. |
| Ingrid has very recently suffered a bereavement and has not been herself since returning to work last week. She has been forgetting her admin and lost her students' writing. She is a bit sensitive at the moment and gets upset very quickly. |

POSSIBLE INITIAL QUESTIONS

Goal setting Questions

1. What exactly do you want to work on?
2. How do you see yourself at the end of this round of coaching?
3. How do you visualise the end product?
4. What is your ideal outcome?
5. What are the benefits of this?
6. What time frame do you have in mind?
7. How are you going to measure this?

Current Reality Questions

1. How would you view yourself now?
2. What particular problems are you facing now?
3. How would you rate your current performance?
4. What have you already done about this?
5. What do you think you could do better?
6. Are there any consequences for not developing?

Options Questions

1. What steps do you think would work?
2. What type of approach to development do you prefer?
3. What barriers or obstacles do you foresee with xxx?
4. What have other people done?
5. How supportive is your manager/company?
6. What do you view as the hardest part?
7. What advice would you give someone else?
8. If you break your goal down into steps, where should you start?
9. What would be the benefit of xxx?
10. What are the drawbacks of xxx?

Will (or motivation/volition) questions

1. What's driving you?
2. How do the benefits outweigh any sacrifice?
3. What has stopped you in the past? How are you going to overcome this?
4. How are you going to know when you have achieved your goal?
5. How have you been successful in the past?
6. Are there any particular areas that will need planning?
7. What are the consequences of not doing this?
8. When and where are you going to start?

POSSIBLE QUESTIONS FOR COACHING SESSIONS

Any of the above!

1. How do you rate the completion of xxx?
2. Which goals / options would you like to amend?
3. How would this help?
4. What do you think has worked well so far?
5. What are you not happy with? Why aren't you happy with it?
6. What do you think you could have done differently?
7. What would the impact of this have been?

