

BUSINESS IN THE COMMUNITY'S JOB COACHING PROGRAMME

SESSION SIX: REFLECT AND WAY FORWARD

SESSION AIMS

- Review progress made on goals agreed in session two
- Complete the End of Programme Review together to capture skills developed and discuss options for next steps such as further coaching, workplace insight days and work placements.
- Finish on a positive note to boost the client's confidence

ESSENTIAL SKILLS



Checking in (10 minutes)

Use the **My Energy Tool** in the **Wellbeing** resource to help structure your wellbeing check-in. This is a chance to both reflect on your wellbeing as you start the coaching session. The same principles apply for each wellbeing check-in:

- Try to keep a focus on energy and stress levels, drawing on positive actions where possible
- If the client discloses any mental health concerns, follow the safeguarding guidance
- Be prepared to move the conversation on in a sensitive way to make sure the whole session is not overtaken by the wellbeing check-in. A useful phrase to use could be:
 - *“Thank you for sharing how you are feeling. Maybe we can come back to that at the end if we have time, but I also want to make sure we have time for some activities together. Is that ok?”*

Reflecting on progress (40 minutes)

Allow a good amount of time for the client to reflect on their coaching experience, and how they are feeling after six sessions. You could go back to your notes from the goal setting in session two to understand what progress the client feels they have made against their original goals.

Next steps:

- Encourage the client with the progress you have seen them make over the past six sessions. Remind them of all the different skills they have developed and tools they now have at hand to help them in their job search.
- Support the client to create some actions for the week ahead, such as applying for jobs, watching skills videos, making changes to their CV or taking care of their wellbeing.

If the client raises the question of having additional coaching sessions and you feel that you would like to offer additional support, please alert the BITC team. You are under no obligation to agree to any additional sessions. However, should you wish to continue the support, a pre-defined number of additional sessions can be agreed provided they have a clear objective and are limited in number. They may be particularly relevant if the client is close to employment, and you feel additional sessions could make a meaningful difference.

End of Programme Review

At this point you will be ready to go through the **End of Programme Review** with the client.

The review is made up of two sections. The first is for the client to review their progress. Please take the lead in asking the questions to your client and completing the survey on their behalf. The second section is for coaches, for you to reflect on your experience and give feedback.

The **End of Programme Review** marks the end of the session; however you may want to have a final reflection with the client on their progress and where there are still development needs that they may need to meet through follow-on activity.