

BUSINESS IN THE COMMUNITY'S JOB COACHING PROGRAMME

SESSION TWO: WELLBEING AND GOAL SETTING

SESSION AIMS

- Continue to build a good rapport with the client
- Check in with the client's wellbeing
- Discuss and agree goals using the GROW model
- Identify areas for development and discuss focus areas for sessions 3-5.

ESSENTIAL SKILLS



Checking in (20 minutes)

At the start of every session you should take the time to share how you both are doing. It can be helpful for the client to share anything that is causing stress and how they are feeling to allow them to focus on the session. To help provide some structure for this we recommend using the Bupa Energy Curve tool. **This will take longer the first time but should get quicker in subsequent sessions.**

- **Start by thinking about your energy levels and asking the client:** what are your energy levels today, and how have they been in the last week? Would you say you have high energy or low energy?
- **Now consider pressure, asking the client:** how much pressure have you experienced in the last week? Have you felt stressed or relaxed?

RESOURCE

Check out the Wellbeing resource in the toolkit, including the energy curve.

- Explain that we all experience different levels of energy and pressure at different times. Most of us work best when we have high energy levels, and some pressure to help us stay motivated.
- Share where you think you are on the energy curve and encourage clients to do the same.
- If the client discloses any mental health concerns, **follow the safeguarding guidance** in your toolkit.
- **Discuss red flags.** Share with the client some of your own red flags, which could be poor sleep, eating more unhealthily, being irritable or forgetting things. Encourage the client to consider what their red flags might be.
- Use the **My Energy Action Plan** (in the wellbeing resource) to identify positive steps you can both take.

TOP TIP

The client may disclose struggles with their mental health. Be ready to listen but also do not try to address these issues directly.

RESOURCE

Use the safeguarding resource to guide you if the client discloses mental health concerns.

Setting goals and reflecting on areas for development (30-40 minutes)

This is the opportunity to work with the client to set some more specific goals that they would like to achieve through the coaching sessions.

The output of this next session will determine the focus for the following coaching sessions.

- **Start by using the GROW model** to help the client reflect on their dreams and ambitions and their employment goals
- Encourage the client to make a written note of these
- **Spend some time reflecting on the areas of focus highlighted in the last session.** Discuss which areas you think would be good to focus on to help enable the client to reach their goals. Some examples of exploratory questions that you may want to ask are:
 - What is it about that sector / role that appeals to you?
 - What skills do you think are most important in that role/sector?
 - What makes you think that you're weaker in x skill?
 - Have you thought about any other sectors / roles?
- If the client has expressed an ambition to work in a particular sector, you may want to explain that certain skills would be beneficial for this sector. The client may have indicated a high level of confidence in some of these skills but may be weaker in others. Developing this skill could then become a focus for sessions 3-5.
- You may need to support the client to see the value in working on areas that they find more challenging, even if this is daunting. For example, your client may have shared that they have little confidence or experience with applying for jobs online, and when discussing this may express a reluctance to apply for jobs through this route. By explaining why these skills are important and offering to work with the client to develop these skills in the coming weeks, you could help the client to be more open to making this a focus in the coming weeks.

RESOURCE

Use the GROW model resource in the toolkit.

- Set goals by using the SMART model
Specific, Measurable, Achievable, Relevant, Time-based

Reflect and discuss next steps (10 minutes)

- Reflect on the session: what essential skills have you both used today?
- Remind the client of the date and time of your next session
- Agree the actions the client will take ahead of the next session. If they don't already have a CV, explain that support can be given on writing one in a later session.

ACTIVITIES TO COMPLETE BEFORE NEXT SESSION

- **For the client:** If you have a CV already, share a copy over email with your coach, and note the essential skills you think you are using throughout the week.
- **For the coach:** Use the Session plan for sessions 3-5 to prepare a rough outline of the activities you will focus on in relation to the goals agreed today across the key areas of Essential, Digital and Employability skills.