

**CONTRIBUTIONS**

**Leadership Coaching**

**On-Tap Coaching<sup>®</sup>**. Thanks to the promotion and support of their far-sighted and proactive Managing Director, I was able to provide a 5-month pilot of this brief, one-off, on-site coaching model to over 80 staff of an NZ-based IT company. To find out more about this Coaching Model, informed by a UK study and my experience of coaching staff working in high intensity environments, click on the link below:

<http://enhanceltd.co.nz/on-tap-coaching/>.

**LEARNING POINTS**

**Leadership Coaching**

The introduction of the **On-Tap Coaching<sup>®</sup>** Model quickly engaged a positive response from staff to their organisation's demonstration of care and interest that it has for their wellbeing, balance and professional development. Particularly as the pilot provoked an unprecedented amount of interest, **Learning Points** included:

- Having clear endorsement from the top
- The need for Operational Sponsors and Coaches to maintain regular communication (including meetings)
- Ensuring a quiet space is consistently available for the on-site coaching
- The creation of a simple, but clear, Booking and Wait List system
- Providing a clear, safe and confidential structure, as well as a maintaining a high level of my own energy, in each coaching meeting (4-8 in four hours)
- The importance of Sponsors' and Coaches' flexibility and collaboration to re-negotiate parameters (coaching duration, frequency, regularity, costs, reporting) if predicted staff interest level radically changes
- Having: a process to identify themes; and mechanisms in place to respond to areas of mental health concern as needed
- A formal pilot-review process

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*Thanks for your referrals and recommendations – always appreciated*

## CONTRIBUTIONS

### Psychosocial support

**Peer Support Facilitation.** Pre-empting the highly critical report of another law firm, two of New Zealand's Top Law Firms engaged me to provide skills training to staff specifically identified for their ability to provide informal, easily accessible, peer support to their colleagues at times of stress and/or indecision. As well as being privileged to work with the diverse and dedicated staff in these Firms, I acknowledge the introduction from Emotional Fitness and Leadership Specialist, Dr Paul Wood:

<https://www.linkedin.com/in/drpaulwood/>

### Supervision

**EthicalCoach** (<https://ethicalcoach.org/about-us/>) honours me in engaging me to provide remote pro-bono supervision to aspiring NGO coaches in Ethiopia.



COACHING

## LEARNING POINTS

### Psychosocial support

**Dame Margaret Bazley's Report** into a culture of sexual harassment and bullying that existed in a top New Zealand law firm also levelled several challenges to elements of the Law Profession in general. Following the recent work that I have done with two Top Law Firms, my **Learning Points** are:

- Compared to the Firms' partner demographic, the new generation of staff who are emerging and standing both strong and positive in leading the necessary culture changes are largely younger and female ('though still Pakeha)
- There's a strengthening commitment amongst all staff to support each other, and to live the values and policies of engaging with diversity in a sustainable, psychologically safe work space
- Whilst workload management remains a risk area, there's less fear about how to talk about the "no" and "later" words

### Supervision

**Global Supervisors' Network** is a group that I have recently been invited to join. **Learning Points** that have challenged me:

- How do I show up for Supervision?
- How do I manage professional ethics and confidentiality when, e.g., my Supervisee, 'Vic', tells me that 'Jo', in HR, told him something about his Coachee, 'Pete', that Jo hasn't told Pete?
- How do my belief systems influence what I choose to say and not to say to my Supervisee?

Quality Relationships | Meaningful Work | Inner Harmony

PSYCHOSOCIAL SUPPORT

SUPERVISION