

Co-created Coaching Model for Lothian [MT & Faculty]

1. Preparation for coaching role

- a. Coaching contract
- b. Understanding Toolkits
 - i. Juran journey – see slide
 - ii. 40 QI tools – how many do we need/use
- c. Faculty expertise [Lothian] & Directory [skills profile]
- d. Awareness of taught programme curriculum

2. Engagement

- a. Hearts and minds
- b. Build relationships – words and actions

3. Learning about the team

- a. Understanding the team structure and roles inc the Sponsor
- b. Building team and resilience for activity
- c. Skills gap/skills present – build on strengths and support development opportunities
- d. Ground rules established & ways of working from start

4. Diagnostics

- a. Juran diagnostic journey inc data – what is reality like
 - i. Tally chart – how often
 - ii. Fishbone – what are the causes/causations
- b. Pareto analysis – where to start/utilise available resource
- c. Stories & Listening – this is baseline reality & perceived barriers to change

5. Model for Improvement

- a. Aim – helping to identify an aim
- b. What changes - helping to identify possible changes
 - i. Driver diagram or ii. Ishikawa (-ve)
- c. Helping to understand if change is an improvement
- d. Testing
- e. Sustainability and ROI

6. Celebration

- a. Preparation for presentation - using template slides as a working record of activity and then for presentation