

Workplace Attributes of a Coach at the University of Greenwich

The University of Greenwich has developed a workplace coach specification that highlights the key skills required to be an effective coach. These have been developed from the university's values and the Association for Coaching competency framework and the European Mentoring and Coaching Council (EMCC) code of ethics. Whilst other skills will be used these provide a baseline for effective coaching within the university. To become a coach within the Network, the staff member should have held a contract of employment with the university for at least 12 months at the point of making the application to be a member of the Network.

Values

- **Inclusive:** to put the coachee first, whilst acting in the interests of the university; respecting the coachee and treating everyone fairly
- **Collaborative:** to fully engage with the Coaching Network
- **Impactful:** to encourage self-reflection of the coachee to consider how their actions will impact on decisions, people and work

Personal Characteristics

- **Able to maintain confidentiality:** being prepared to work without disclosing details of cases, issues or behaviour before, during or after contact with employees, and able to resist pressure for inappropriate disclosure from individuals or groups within the University
- **A good listener:** prepared to be patient, attentive and understanding of others
- **Able to be non-judgmental:** not getting drawn in; offering your opinion or criticising even when you might have thought or behaved differently from the parties
- **Self-Aware:** sufficiently self-aware to be able to effectively work with the coachee's model of the world, not your own; to demonstrate continual personal development based upon self-awareness
- **Reflective:** able to reflect on personal effectiveness as well as the improvement in the coachee and feeds this back as evidence of development
- **Good at getting the best out of other people:** a good communicator, able to encourage, prompt and question effectively
- **Aware of issues associated with equality, diversity and inclusion:**