

Coaching services at NHS Elect



What is coaching?

A coach will help you to focus on your goals, to reflect and find potential solutions. In doing so, coaching can facilitate enhanced work performance, self-confidence, learning and personal growth. Coaching is different to mentoring, as a mentor provides direct advice, sharing specialist or technical knowledge to guide their mentee. Coaching on the other hand, provides a safe, confidential space for more challenging personal development and is aimed at motivated, resourceful clients who are keen to engage in purposeful reflection, thought and development.

A typical coaching arrangement

Before you start working with a coach, we will agree a bespoke approach based on your individual needs. This could include:



Up-to six hours of action-focussed coaching appointments



Usually 60-90 minute appointments



Online sessions by client demand, but in some cases face-to-face



Use of a range of tools and techniques to help promote reflection, greater insight and action

Our coaching work is conducted on a confidential basis. You will be asked to 'contract' with your assigned coach and this will include a commitment to the coaching process, a responsibility to attend agreed coaching appointments and a clear set of goals. You will also be given the option to provide feedback to your coach. We will also consider bespoke 'team coaching' arrangements on request.

Who are our coaches?

Our qualified, professional coaches have worked with hundreds of senior leaders, each benefiting from one-to-one coaching support that has helped them to reflect, build confidence and work towards positive action and outcomes.

All of the coaches at NHS Elect have completed at minimum an ILM Level 7 qualification in Executive Coaching and Mentoring and they are all members of the Association for Coaching. Our coaches undertake regular coaching supervision and CPD. The team have all worked at a very senior level in healthcare organisations, so they understand the context in which you work, quickly building rapport, empathy and trust.



Darren Leech



Linda Keenan



Nicola Chandler



Deborah Thompson



Lisa Godfrey



Simon Griffiths



Eilis Parker



Nicki McNaney



Sue Kong

Accessing coaching

If you work at an organisation that is a full member of the NHS Elect network, you will need your local account lead to agree with the assignment of resources for coaching.

If you work in an organisation that is not a full member of the NHS Elect network, you can still access coaching but will need to have identified resources to support this.

To discuss 1:1 coaching or any of our other coaching services, please contact Darren Leech, who is one of our Directors and Head of our Coaching Faculty: darren@nhselect.org.uk

Other NHS Elect coaching services

Coaching Supervision and CPD

Those working as a coach in the NHS will need ongoing support and professional development. To help organisations facilitate this, NHS Elect employs qualified coaching supervisors, who can provide both coaching supervision or bespoke CPD sessions that cover a range of coaching tools, techniques and topics. Our coaching supervisors are registered with the Association of Coaching Supervisors. NHS Elect already supports a growing number of 'in-house' coaching services and coaching service leaders.

Coaching Skills training

Many of our coaches provide coaching skills training for clinicians, leaders, and managers in the NHS. This short course introduces the fundamentals of a coaching approach, enabling people to work more effectively by understanding and developing the skills needed to empower those that they work with. This training is accredited by the Association for Coaching and can be delivered virtually or face-to-face. It can also be complemented by the provision of access to an online training module.

What our coaching clients say

” Once again thank you for your great coaching and for helping to set me on the right path, in the right direction!” Clinical Director (moving to Medical Director)

” NHS Elect coaching is a new thing for me. It's challenging in a good way, as you get me to really think and reflect - something I don't normally have time or opportunity to do.”
ICB GP Workstream Lead Director

” ...you have a great style of putting people at ease, I feel as if I have known you for ages- it's your way of making the session more of a friendly conversation than a coaching session.”
Senior Manager