

One of the key skills of an effective practitioner is the ability to coach. Working in Triads is an effective way for you to practise listening, facilitation and coaching behaviours. It can improve your mentoring and coaching skills and boost your confidence.

You work in groups of three (triads) and take it in turns to adopt each of these roles:

- coach
- coachee
- observer (to give feedback to the coach on an aspect they want to develop, eg listening, questioning, use of GROW, empathy, self control ... ).

Each coachee/mentee chooses a topic which is relevant to their professional life. Times needs to be allocated for this – it should be as real as possible. The coach should use questioning techniques to develop the session, probe the coachee and help to move them forward and come to some conclusions.

The observer feeds back to the coach only. They should listen and make notes on what the coach wants feedback on. When giving feedback the observer should be descriptive, specific, non-judgemental and refer to things that could be changed and improved. Practising descriptive rather than judgemental feedback is crucial when engaging in professional dialogue with colleagues about peer observations.