



TOP TIPS FOR REMOTE COACHING

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Remote coaching is any kind of coaching that uses technology, rather than face-to-face. Remote coaching has some potential advantages over face-to-face for many clients - as a coach you need to use different strategies depending on the blend of remote coaching media you're using.

2

Contracting is particularly important - both in selecting the kind of technology that will work best, and in how you'll use it well. Also in what you'll do if it feels like the technology isn't facilitating the coaching as much as it should.

3

Think creatively about how you can use the technology. For example, could you have shorter, more frequent sessions than is usually possible in face-to-face coaching? You can flex the way you deliver to suit your client's preferences and needs.

4

Both the coach and client may need to work harder to ensure there are no distractions and that both are truly focused on the coaching in the moment. Encourage reflection on any distractions that either of you experience - there may be some learning there.

5

When on the phone you can only focus on the client's voice - what they're saying, the language used, tone of voice, pace, and when they are silent. Pay attention to all of these and offer the client feedback about what you're hearing - it can lead to real insight in the client.

6

When coaching over videoconference, remember you can share documents and can draw and write on the shared screen. This shared space can be a real source of creativity.

7

Although many of us are constrained at the moment about the locations for our coaching, explore the extent to which you can conduct your remote coaching from a different space from where you both are normally working, and see if that will help offer a different perspective - private gardens, different rooms in our houses etc.

8

Remember you can coach asynchronously - i.e. coaching interventions where you and the client aren't actually talking in real time. You can use text, email or instant messaging to ask great questions and encourage reflection.

9

When coaching teams remotely, it's critical to contract with all team members and with the team leader in particular. How will you make the technology work, what 'ground rules' and safeguards need to be in place, and what would the payoffs be for the team's effectiveness if the team coaching is successful? Then it's important to re-contract from time to time as your work together progresses.

10

Remember that some teams may be more accustomed to meeting and collaborating remotely than others. Part of your coaching may be to help them to select the right technology and processes so that they can collaborate effectively. Once these are in place you can help them to focus on their priorities and on (re)establishing psychological safety and trust.

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