

## NUS HWB Coaching Guide

### Client's Guide to Coaching

# Do you need a Coach or a Therapist?

*It depends on where you are on the mental health spectrum...*

- Well
- Resilient
- Thriving

- Distressed
- Not functioning
- In Crisis



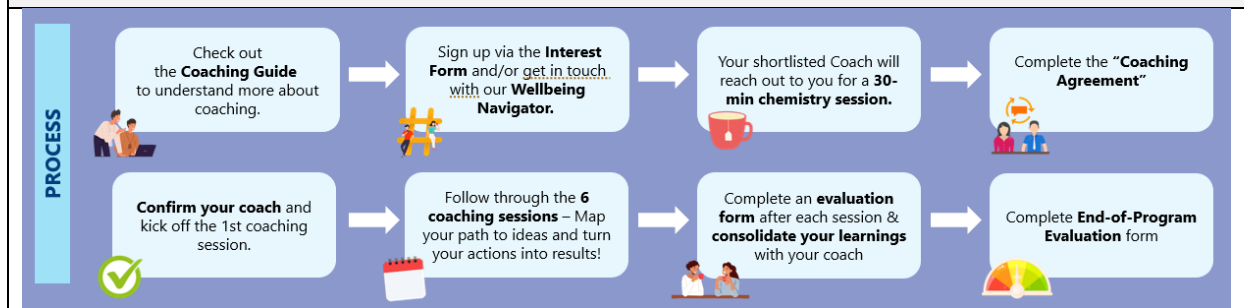
#### COACH

Develop a strategic action plan for personal and professional growth

#### THERAPIST

Facilitate healing and bring a sense of peace into daily life.

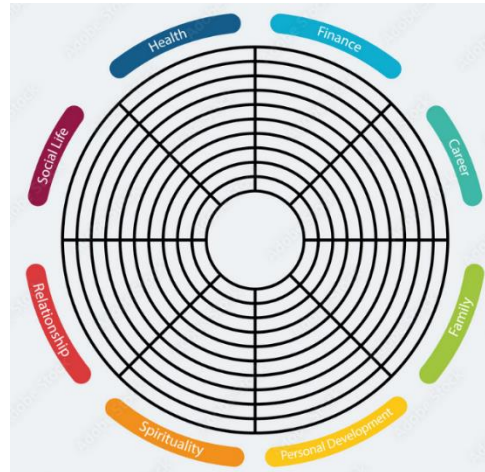
## A. Understand the Process of Engaging Our Coaching Service



## B. Explore Coaching Topics

### Wheel of Life

**Instructions:** Reflect and think about the area of life you want to work on with your coach.



Life	Work
Career	Time Management
Finances	Organization
Romance	Administration
Family	Team Participation
Friends	Clarity about my roles/duties
Physical Environment	Relationships with colleagues/clients
Personal Growth	Timeliness regarding duties/ projects
Health	Satisfaction with job performance
Fun & Recreation	Leadership Skills
Community/ Spiritual	Worklife Balance

### Coaching Expertise Hashtags

**Instructions:** Choose the hashtag # for the main topics you would like to discuss with your coach for the 1<sup>st</sup> session. You are free to change the topics throughout the coaching journey.

#Hashtags	Possible Coaching Topics
Career	<ul style="list-style-type: none"> <li>• Find a role you love</li> <li>• Get a promotion</li> <li>• Improve productivity &amp; time management</li> <li>• Enhance leadership skills</li> <li>• Build an effective team</li> </ul>

Purpose/ Fun & Recreation	<ul style="list-style-type: none"> <li>Discover your vision and passion</li> <li>Build a dream lifestyle</li> <li>Find a meaningful cause</li> <li>Contribute to the community</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>Improve relationships that matter to you</li> <li>Professional: Co-workers, RMs, Stakeholders, Vendors</li> <li>Personal: Spouse, Children, Parents, Siblings, Friends</li> <li>Improve charisma and presence</li> </ul>
Transitions	<ul style="list-style-type: none"> <li>Develop skills and confidence in coping with life transitions</li> <li>Career Transition, Role transition, Life Stage transition</li> </ul>
Finance	<ul style="list-style-type: none"> <li>Improve financial management skills</li> <li>Increase earning ability</li> <li>Set financial goals</li> </ul>
Personal Growth	<ul style="list-style-type: none"> <li>Work towards a growth mindset</li> <li>Instil self-discipline and accountability</li> <li>Build self-resilience</li> <li>Learn a new skill (e.g. public speaking etc)</li> <li>Create personal branding</li> <li>Develop a stronger sense of self</li> </ul>
Health & Wellness	<ul style="list-style-type: none"> <li>Deal with stress &amp; burnout</li> <li>Design an exercise plan</li> <li>Improve vitality</li> <li>Change a habit</li> <li>Improve mindfulness practices</li> </ul>

### Exclusions

**Instructions:** Please take note of the boundaries on sensitive coaching topics as a proactive measure to ensure the coaching process is effective, ethical, and aligned with organizational goals. We will direct individuals to the appropriate channels for support on specific issues and assist in maintaining a professional and focused coaching environment.

Here's a list of topics that are generally excluded in NUS HWB coaching sessions:

Topics	Brief Explanations
Mental Health (Clinical Diagnosis) or Risk of harm to self	Mental health conditions require specialized expertise. These issues should be addressed by mental health professionals either within or outside of the organization.

Medical conditions	Medical conditions require specialized expertise. Matters related to health and medical conditions should be discussed with healthcare professionals to ensure appropriate support.
Legal Matters	If legal advice is needed, employees are encouraged to consult with the organization's legal department or external legal professionals.
Financial Planning	Detailed financial planning or investment advice should be sought from financial professionals outside of the organization.
Religious or Political Beliefs	The organization does not delve into discussions on religious or political beliefs unless they directly impact professional responsibilities.
Discrimination, harassment, misconduct claims	Complaints or concerns regarding discrimination, harassment, or misconduct will be managed by ORMC.
Confidential company info (including Salary Discussions)	Confidential company information, including salary details, will not be discussed in coaching sessions. Matters related to monetary compensation or remuneration should be directed to HRP.

## C. Prepare for your Coaching Sessions

### Chemistry Call

After you have shortlisted your coach, your coach will reach out to you for a 30-minute Chemistry Call. This chemistry call is designed to explore the potential of the coaching relationship, ensuring a good match between the coach and the client.

At the beginning of the coaching journey, it's important for the Coach to understand the Client's objectives, expectations, the areas where they need help, and whether they are ready to embrace the challenges that may come with the coaching process.

At the end of the 30-minute chemistry chat, if either party assesses that the coaching relationship is not a good fit, clients are encouraged to seek external resources. Alternatively, clients may reach out to Intellect for coaching or therapy services.

### Preparation for each session

#### Step 1: Ideal space (mental and physical)

- Ensure that you dedicate your time and attention for the entire coaching session.
- If your availability has changed, please reschedule it with your coach immediately, this offers others an opportunity to sign up.

#### Step 2: Pre-session reflection

- Prepare for the session by identifying the issue you want to work on.
- Be open and stay curious.
- Understand that in the coaching process, coaches offer a space for you to explore by asking powerful questions to engage you in the process of co-creating solutions. They do not offer advice, solutions, or recommendations.
- Some topics for you to explore:
  - What do you aim to achieve in this coaching session?
  - What challenges are you currently facing that you would like to be coached on?
  - How would a successful outcome look like for you in a coaching conversation?
  - What will a successful coaching interaction accomplish for you?

#### Step 3: Feedback

After each session, kindly take a moment to complete the [End-of-Session] Coaching Feedback Form to provide feedback on your coach and your coaching experience. Your input is highly valuable. Should you have any questions or additional feedback, please don't hesitate to contact Daphne Ong ([daphne.o@nus.edu.sg](mailto:daphne.o@nus.edu.sg)). We hope you enjoy the experience of participating in the HWB Coaching Programme!