

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...

- Distressed
- Not functioning
- In crisis



- Well
- Resilient
- Thriving

THERAPIST

COACH

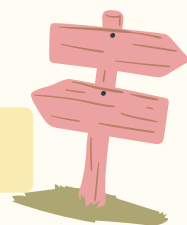
Facilitate healing and bring a sense of peace into daily life

Develop a strategic action plan for personal/ professional growth

A. Understanding the Process of Engaging Our Coaching Service

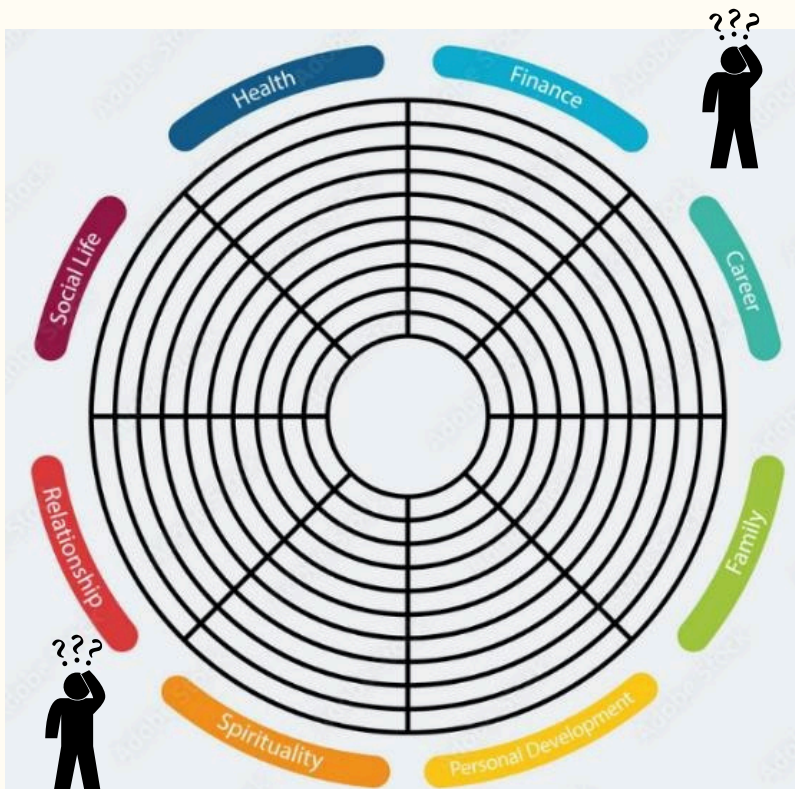


B. Exploring Coaching Topics



Wheel of Life

Reflect on the area of life you want to work on with your coach












Coaching Expertise Hashtags



Select a hashtag (#) for the main topics you want to discuss with your coach during the first session. You may adjust these topics as needed throughout the 6-session coaching process. The list below is not exhaustive, so feel free to suggest additional topics based on your needs.

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



Exclusions

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.

Topics	Brief Explanations
Mental Health (Clinical Diagnosis)	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	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. Preparing for Your Coaching Sessions

Pre-Session: Chemistry Call



- After you shortlist your coach, he/she will contact you for a 30-minute Chemistry Call to explore the potential coaching relationship and ensure a good match.
- During this call, the coach will understand your objectives, expectations, and areas needing help.
- If either party feels the relationship is not a good fit, clients are encouraged to seek external resources or contact **Intellect** for coaching or therapy services.



Preparation for each session

Step 1: Ideal space (mental and physical)



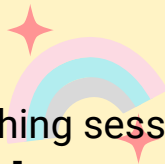
- Ensure that you dedicate your time and attention for the entire coaching session.
- If your availability has changed, please reschedule it with your coach immediately, this offers others an opportunity to sign up.

Step 2: Pre-session reflection



- Prepare for the session by identifying the issue you want to work on.
- 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?

Step 3: Feedback



- After your 3rd coaching session, we kindly invite you to complete the **[End-of-Session] Coaching Feedback Form** to share your thoughts on your coach and your overall experience so far.
- Following the 6th session, you will receive an **[End-of-Programme] Coaching Feedback Form** to reflect on your learnings and provide feedback on the entire coaching journey.
- Your insights are invaluable and will help us continually enhance our coaching services. Should you have any questions or additional feedback, please don't hesitate to contact Daphne Ong (daphne.o@nus.edu.sg). We hope you enjoy the experience of participating in the HWB Coaching Programme!