
COACHING & MENTORING SKILLS IN ACTION



Susie Edwards, Director

www.wonderif.co.uk

 wonderif.susie

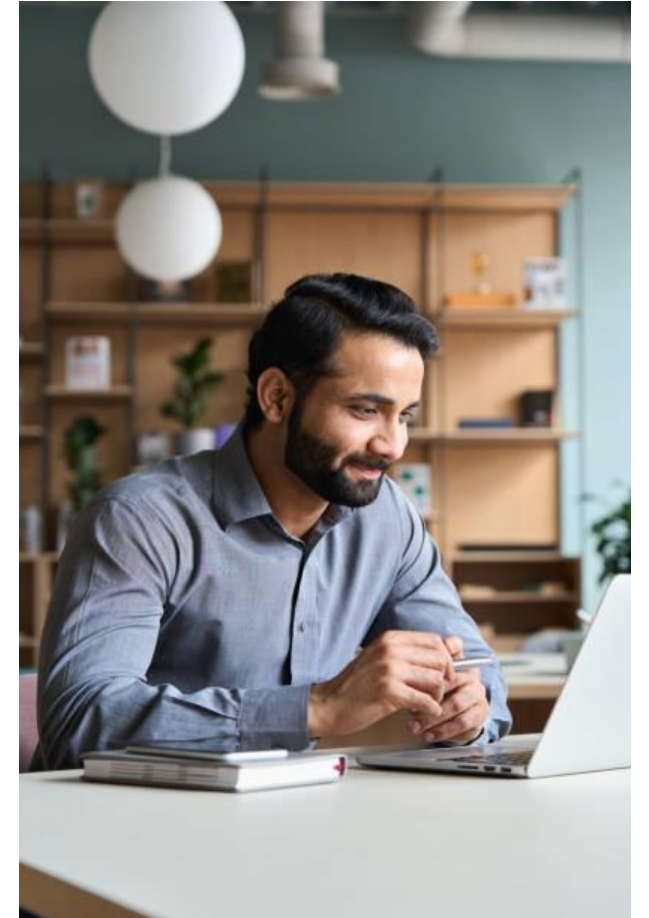


OUTLINE PLAN



- Understand the differences between coaching and mentoring
- Appreciate how coaching and mentoring at work can enhance working relationships and performance
- Explore coaching and mentoring skills such as active listening, questioning, non-verbal language
- Gain understanding of models and frameworks to support your coaching and mentoring conversations

YOUR EXPERIENCES OF COACHING AND MENTORING



WHAT IS COACHING?

WonderIf

Inspire - Create - Lead

Coaching for Performance Enhancement



What is Mentoring?

...a learning relationship, involving the sharing of skills, knowledge, and expertise between a mentor and mentee through developmental conversations, experience sharing, and role modelling.

- European Mentoring and Coaching Centre

DIFFERENCES BETWEEN COACHING AND MENTORING

Mentoring	Coaching
Ongoing relationship	Set duration
More informal – can take place when mentee needs some advice, guidance or support	More structured in nature with scheduled meetings
Longer-term taking a broader view of the individual	Time-bound and focussed on specific development issues
More senior / experienced than the mentee	Coach doesn't need to have seniority to support
Mentor shares experience and knowledge when appropriate	Coach focuses on self-development and addressing specific issues

Research benefits of Mentoring in Clinical Practice

Mentoring & Training Outcomes

A robust observational study (East of England and RCP scheme, 2015–2017) found significantly better outcomes for mentored core medical trainees:

MRCP Part 1 pass rates: 84.0% (mentored) vs. 42.4% (non-mentored), $p < 0.01$

MRCP Part 2 Written pass (IMGs): 71.4% vs. 24.0%, $p < 0.05$

ARCP pass rates: 95.8% vs. 69.9%, $p < 0.05$

Mentored doctors also reported higher confidence and career progression

Mentoring in UK Surgical Training Trauma & Orthopaedics

A systematic review in *Annals of The Royal College of Surgeons of England* (2022) found mentoring:

Drives career choice and personal development from medical school through training.

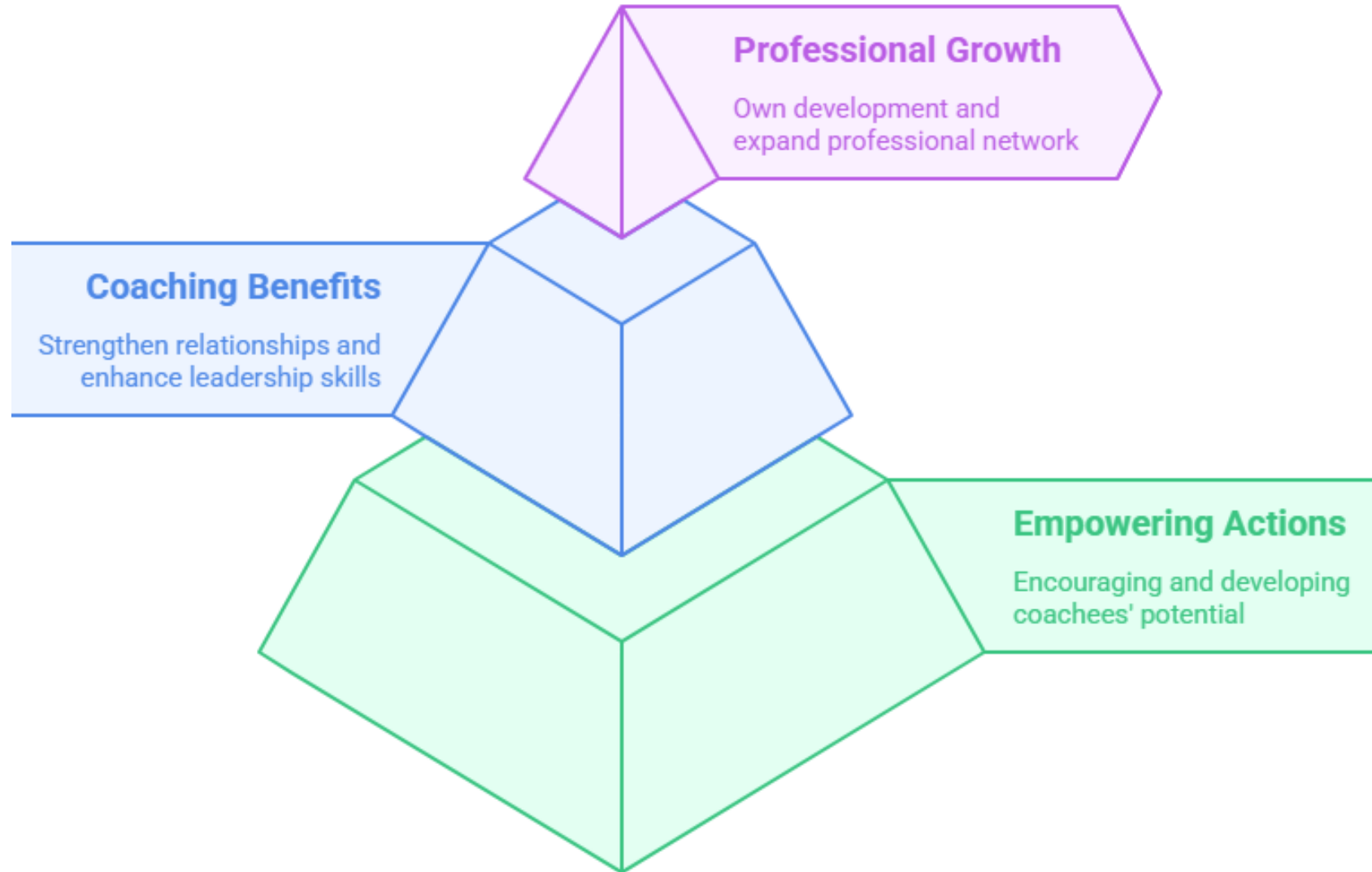
Offers positive effects on recruitment, specialty interest, and leadership development.

[Mentoring toolkit – GMC](#)

Coaching Benefits Pyramid

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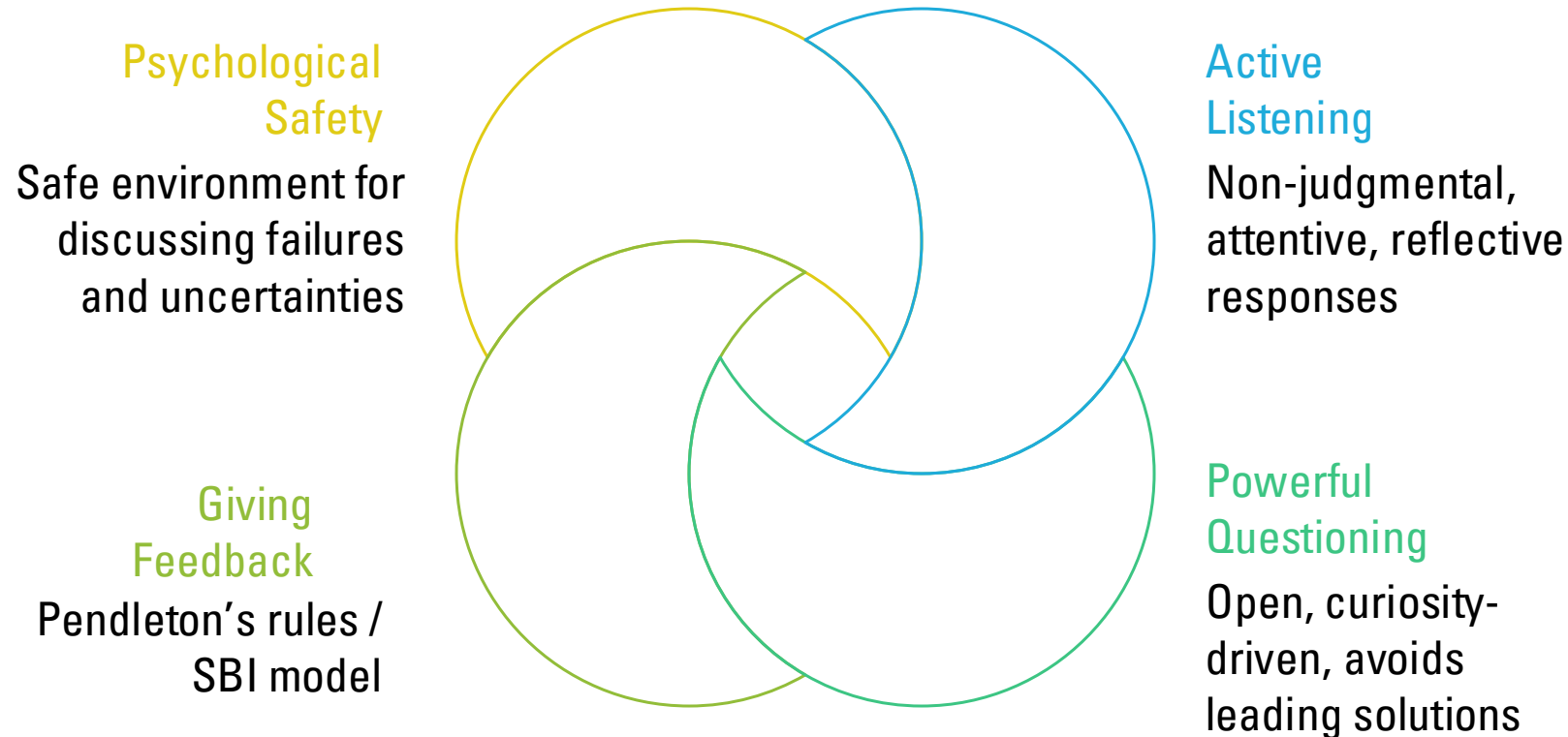
Mentoring for Growth



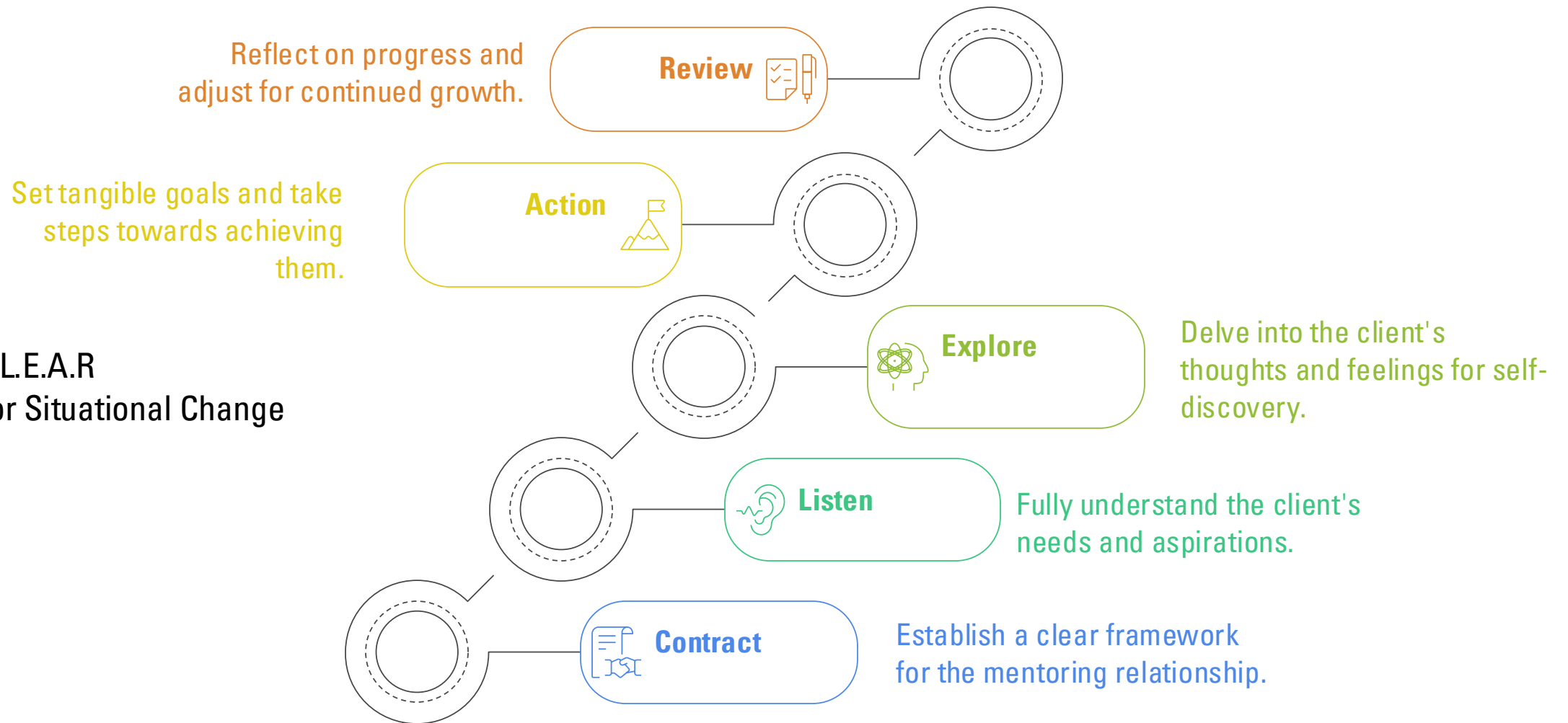


**WHAT SKILLS DO YOU
BELIEVE ARE MOST
IMPORTANT FOR PROVIDING
AN EFFECTIVE COACHING
AND MENTORING
EXPERIENCE?**

Mentoring and Coaching Skills



C.L.E.A.R For Situational Change



Define Outcome

Establish clear goals for desired results.



Conduct Review

Analyze results and refine processes.

Take Action

Implement strategies and make changes.

Assess Scale

Evaluate the extent and impact of goals.

Leverage Know-how

Utilize expertise and skills effectively.

Affirm Progress

Reinforce achievements and positive developments.

O.S.K.A.R

Future focussed
emphasis on progress
rather than setbacks.
Building on strengths and
what is working

CONTENT QUESTIONS TO SHAPE YOUR SESSION

To start the conversation:

What would you like to talk about/address today?

Tell me about...

Exploratory questions:

What have you done about this so far?

What are the reasons for your feelings about that?

To encourage more information/remove blocks:

Tell me more about...

What is challenging about this for you?

[Use of silence]

To address sensitive areas:

I sense that this is difficult for you. Do you want to explore this further?

How are you feeling about this right now?

To establish values:

What is important about that?

What was so compelling about this?

Evaluative questions:

On a scale of 1-10, where is your confidence right now?

Which is most important to you right now?

To explore consequences:

If you did that, what would happen...

What other avenues/options are available to you right now?

Drawing to an end:

What is the first step you could make here, that would bring that [goal] closer?

Whose support do you need?



MANAGING THE ONGOING RELATIONSHIP

- What has the coachee done as a result of your initial session/s? What has helped or hindered them?
- Am I using the appropriate balance of support and challenge?
- Has the coachee identified goals or specific actions that they will implement as result of our session?
- Am I primarily facilitating rather than instructing? (coaching)
- Is this working for you?



Home Speaker events

Leadership for Team Development Coaching

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Case Studies



Curiosity-led leadership and career development for individuals, teams and organisations.

WonderIf is led by Susie Edwards, an educator, coach, and leadership specialist working at the intersection of leadership, careers, and organisational learning. With over two decades of experience across the NHS, higher education, and international research communities, she works with individuals and teams to navigate complexity, think differently, and create meaningful change. Through [leadership development](#) and [coaching](#), WonderIf supports people to build confidence, ask better questions, and thrive in the environments they work in.