

Title	Undertake informal coaching in a health or wellbeing setting		
Level	4	Credits	4

Purpose	<p>People credited with this unit standard are able to, in a health or wellbeing setting:</p> <ul style="list-style-type: none"> • describe the features of informal coaching; • undertake informal coaching, and, • evaluate informal coaching techniques and outcomes.
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Classification	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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Available grade	Achieved
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Guidance Information

- 1 Assessment conditions**
 Evidence for the practical components of this unit standard must be generated in a health or wellbeing setting.
 Confidentiality issues must be defined through negotiation and informed consent, and criteria established by organisational policies and procedures.
- 2 Assessment note**
 Evidence generated for assessment against this standard must reflect the values, processes, and protocols required to work with Māori, Pasifika, and people from diverse cultures.
- 3 Definitions**
Coachee refers to the person being informally coached by the candidate.
Health or wellbeing setting may include but is not limited to the aged care, acute care, community support, disability, mental health, rehabilitation, social services and youth development sectors.
Informal coaching does not take place in scheduled appointments but in everyday workplace conversations. These conversations may be short or long, one-to-one or within a group, task-focused or people-focused – what qualifies them as coaching is not a formal model or structure, but a style of conversation. (McGuinness, 2008).
Organisational policies and procedures are the policies, procedures, and methodologies used in an organisation. They include legislative and regulatory requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents such as job descriptors and employment contracts.

4 References

D. J. Gurbutt & R. Gurbutt. (2016). Reflections on a coaching pilot project in healthcare settings, *Higher Education Pedagogies*, 1:1, 89-94, DOI: [10.1080/23752696.2015.1134199](https://doi.org/10.1080/23752696.2015.1134199).

The University of Auckland. (2014). *A Guide to Mentoring*. Retrieved from <https://cdn.auckland.ac.nz/assets/auckland/business/current-students/PDFs/mentoring-guide-final.pdf>.

Whitmore, J. (2017). *Coaching for Performance: The principles and practice of Coaching and Leadership* (5th ed.). Nicholas Brealey.

Outcomes and performance criteria

Outcome 1

Describe the features of informal coaching in a health and wellbeing setting.

Performance criteria

1.1 The differences between coaching, mentoring, counselling and professional supervision are described.

1.2 The differences between formal and informal coaching are described.

1.3 The features and benefits of informal coaching are described.

Range one-to-one conversations, capability and skill building, confidence-building, goal setting, developing problem-solving skills, developing interpersonal relationship skills, developing organisational culture, improved job performance, improved job satisfaction.

1.4 Informal coaching techniques are described.

Range engagement with a coachee; showing empathy, tolerance, and patience; open-ended approach to questioning; active listening skills.

Outcome 2

Undertake informal coaching in a health or wellbeing setting.

Performance criteria

2.1 An issue suitable for an informal coaching strategy is identified in conversation with the coachee.

2.2 An approach to the identified issue is agreed between the coach and coachee.

2.3 Informal coaching techniques are used in conversation with the coachee.

Outcome 3

Evaluate informal coaching techniques and outcomes in a health or wellbeing setting.

Performance criteria

- 3.1 Informal coaching outcomes are evaluated for their impact on the coachee.
- 3.2 Informal coaching techniques are evaluated and adapted as necessary.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 June 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.