

## PSU Coaching/mentoring Agreement

This document summarises what a PSU coach/mentor does and sets out expectations of the coach/mentor and the person with whom they are working.

### **Purpose**

- To provide the individual doctor or dentist with support to help them a) address concerns about their progression in training or work-related performance, or b) resolve dilemmas about career path.
- This support can range across a continuum from the attainment of specific personal skills to overall performance improvement and personal development.
- PSU support is not intended to assist with developing specific clinical knowledge or clinical skills.

### **Approach**

- The PSU coach/mentor works with each person to help them find their own best solutions to the problems they face. Our intention is to increase the individual's awareness and understanding of the nature of the issues, and to help them take responsibility for actions to address these. This does not involve the coach/mentor giving instructions, but is based on asking questions from an always supportive and sometimes challenging stance. The coach/mentor keeps an open mind, avoids making personal judgements and respects the unique potential of every individual for growth and development.
- The coach/mentor may share their own insights and perceptions and give constructive feedback. Sometimes support for goal-setting and setting tasks for "homework" may be useful.
- Whilst coaching usually does not involve giving advice, a mentoring role does and sometimes it may be helpful for a PSU mentor to provide advice based on their own knowledge and experience (e.g. about training requirements and options).
- Sometimes the coach/mentor may suggest that they observe the individual in the work setting, or hear work colleagues/supervisors' views about the nature of the problems and the changes that need to be made. This will only be done with the knowledge of the individual concerned.
- The coach/mentor may use different personality assessments to help self-awareness and understanding, such as the Myers-Briggs Type Inventory (MBTI) ©, Learning Styles, and FIRO-B.
- Where the individual needs to address specific performance concerns, such as those identified by referring bodies (e.g. training review panels, employers, PCTs or the GMC/GDC) the PSU coach/mentor will:
  - Work jointly with the referrer and the individual to clarify the aims and objectives of PSU involvement, including the specific changes desired, the monitoring and reporting arrangements, and the timescales; and
  - Produce an initial Career Development Needs Review (CDNR) report, summarising the individual circumstances and setting out an initial plan for the work; and

- Assist the individual in drawing up a Performance Improvement Plan or Remedial Action Plan to address these aims and objectives.

**Arrangements**

- Meetings will take place face-to-face or by telephone at times and places agreed between the coach/mentor and the individual. Communication by email is often the most convenient method outside meetings.
- At least 24 hours notice should be given by either party of cancellation of an agreed meeting, and both parties should aim to respond to email or phone messages within 5 working days. Repeated breaches may lead to suspension or termination of the PSU's involvement.
- Any notes made by the coach/mentor, and all email and other written communications will be treated confidentially as described below.
- Doctors and dentists in training organised by the Oxford Deanery receive PSU support for no charge. Those not in a training post will be invoiced at a standard rate for the cost of the PSU coach/mentor's time and travelling expenses, and PSU administration and management costs. The details of costs to be invoiced will be explained by the coach/mentor at the beginning.

**Confidentiality**

- Any information shared with the coach/mentor will be treated in the strictest confidence, subject only to the professional ethical guidelines of the GMC/GDC and the need to protect patients and the public from harm and abide by the law. If the coach/mentor believes that professional ethical principles or laws are being broken by the individual he/she will first bring this to the individual's attention and advise them of any action he/she will take as a result before breaching this code of confidentiality.
- All reports and notes produced by the coach/mentor will be subject to the same confidentiality rules, and the individual will be given the opportunity to correct any factual errors and comment on documents produced by the coach-mentor about them before these are sent to others.
- All information held by the PSU and its coach/mentors is kept in full compliance with the Data Protection Act and the NHS Code of Confidentiality.

We have read and agreed the above.

Signed: ..... PSU Coach/mentor

..... PSU client

Date:.....