

Coaching for Recovery

1. Overview of the Procedure

This procedure is a guide for **[insert organisation name]** in using an appreciative enquiry approach to recovery coaching. This procedure should be read with the Individual Supports Policy.

2. Details

2.1 Recovery Coaching

Coaching enables staff to avoid making decisions for the person. Recovery coaches are expected to:

- 1) learn about personal values and goals of the people they support
- 2) work in partnership with the person in support of these goals
- 3) record an agreed summary of the goals

a) Reflection

The recovery coach supports a person to actively review how they are getting on in life and, as much as possible, take responsibility for joint action and change.

What is required of the coach?

- exceptional listening skills throughout the entire conversation.

Identify how the person sees where they are at:

- what is the situation now?
- *Ask specific questions about who, what, where, when, how much, and sometimes why?*

b) Exploration

The person is supported to explore the issue / task and options.

What is required of the coach?

- powerful questions, skill to acknowledge and weave a person's contribution.

Exploring options:

- what's possible?
- what options exist to get closer to their goals?

c) Agreement on Outcomes

The conversation becomes focused and the person and coach agree on the desired results.

What is required of the coach?

- to challenge the person to:
 - assist them to allow their resourcefulness emerge and
 - foster their agency in pursuing what they want to achieve.
- Direct conversation may be needed, which requires the coach to use skills to address areas of concern, and of permission and intrusion.

Identifying goals:

- where do you want to be?
- what do you want to happen?
- *Start with a vision of what it will be like when you have reached the goal, and then tease out the barriers preventing the person moving towards that.*

d) Commitment to action

The person and coach agree to actions that need to be taken, by whom, and by when.

What is required of the coach?

Support the person to articulate goals, obstacles, actions and time frames.
Commit to some action, if need be.

Commitment:

- what is the first thing you need to do?
- when does it need to be done?
- *agree on commitment, clarity and support*

e) Holding to account

The coach and person agree on how each of them will be held to account.

What is required of the coach?

Agree to be held to account,
May need to give feedback to the person about accountability.

Wrap-up

- what is the next step?
- *agree on next steps and how these will be taken forward.*

2.2 Recovery Plans

The person's goals are the primary focus of the recovery plan. Some recovery plans may address goals needed for other reasons (e.g. addressing risk or child protection issues); in such cases the focus will be incorporating these while supporting personally valued goals.

Goal-striving is based on the person's values and preferences for support. Approach goals are more achievable and sustainable than avoidance goals.

Since there are many ways to work towards goals, the recovery plan will clearly reflect the individual's preferences, which will vary from person to person, in areas such as:

- the pace of progress
- levels and types of support from others,
- the extent to which carers feature
- the extent to which mental health workers feature (for example, it may be that the recovery coach and person using the service develop goal steps which do not involve any action from other mental health workers).

Building on existing internal and external resources sends the message that the person has the capacity over time to self-manage. The person's strengths are seen in the recovery plan as a resource to be used and amplified.

Actions stated in the recovery plan focus on supporting the person to do as much as possible for themselves. Actions may be:

- Independent, whereby the person does things for themselves
- Joint, whereby the person does things with other people, especially family or friends or community resources, and the mental health worker
- Passive, whereby workers are do things for the person

Passive actions by staff may inadvertently hinder the development of self-management skills.

The job of the worker is to support the person to develop self-mastery, and acquire relevant skills to manage their life independently and access full citizenship, including external resources and support if required.

The more workers can support independent or joint action, the better.

2.3 Identifying Goals

The relationship between the person and their recovery coach is a key factor in people to feeling comfortable to express their dreams and hopes for the future.

Ways to start the conversation about identifying goals may include questions such as:

- Within your life, what could be better?
- Thinking about the strengths you have identified, is there something you would like to build on?
- How would you feel about trying something new? What might that be?
- Is there something you've always wanted to try or do, but never had the chance to? Would now be the time to try it?

The essential component to working from a recovery orientation is around curious conversation, when asking these sorts of questions it is important to continue with deeper questions to ask the person what it is that is getting in their way. It is easy to make incorrect assumptions about peoples circumstances if this step is missed.

Reference

Bird V, Leamy M, Le Boutillier C, Williams J, Slade M (2011) *REFOCUS: Promoting recovery in community mental health services*, London: Rethink.
<http://researchintorecovery.com/refocus/REFOCUS%20manual%20final.pdf>
f accessed 25th May, 2011