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| --- | --- |
| QI Practitioner name:  Organisation: | Mentor name:  Organisation: |
| We agree to meet up / telephone discussion to discuss the QI Practitioner’s improvement project:  Every \_\_\_\_week/s  Time  Location  *Be as specific as possible* | |
| If one of us cannot keep this appointment, we agree to give each other adequate notice.  *What “adequate” means should be agreed by both at this point* | |
| Where little progress is made, both parties agree to follow up with their respective teams to clarify how to move forward. | |
| In line with improvement practice each of us will approach our meetings in an organised way, having read through the relevant work, and with an aim for our meeting/ discussion.  What we discuss will be confidential unless it needs to be disclosed by law or because of organisational guidelines or because it may provide a risk to yourself or to another. In the unlikely event that this situation may arise, we will discuss what actions we need to take. | |
| Mentor signature | QI Practitioner signature |
| Date | |

**** [](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwilr8qT8efTAhVJPxoKHWmZAn8QjRwIBw&url=http://blessingwhite.com/model/2016/05/17/clear-coaching-model/&psig=AFQjCNEX3QHMdymKiiS8HTJeUod9fCWnLQ&ust=1494593592842371)

**C**ontracting, **L**istening **E**xploring **A**ction **R**eview

**Contracting**

* Here you are not only helping your QI Practitioner establish what outcomes they want to achieve as a result of coaching you are also opening up the discussion, establishing the scope of the coaching and setting ground rules for working together.

**Listening**

* This stage is all about actively listening to your QI Practitioner and listening with empathy to help them to gain an understanding of their situation and personal insight.

**Exploring**

* This stage comprises two elements:  
  **Exploring 1:** Helping the QI practitioner understand the personal learning and current situation regarding their improvement project.

**Exploring 2:** Challenging the QI Practitioner to think through possibilities for future action in progressing the project and their learning.

**Action**

* At this stage you are supporting the QI Practitioner in choosing a way ahead and deciding the next step.

**Review**

* Finally, this is about closing the session, reinforcing ground covered, decisions made and value added. As a coach you are also encouraging feedback from your QI Practitioner on what was helpful about the coaching process, what was difficult and what they would like to be different in future coaching sessions.