



CoachED UPDATE

NOVEMBER 2024

Enhancing the quality of conversations in education communities

WHAT ROLE DOES VOICE PLAY IN COACHING?

We might think of "voice" as the instrument of coaching, the tool with which the coach navigates the GROWTH framework. Yet we are often unconscious of this tool, its impact, its potential and how it might be more strategically used in an authentic and genuine way to achieve the purpose of coaching, which is self-directed learning. So, what is it that your voice conveys? What do you want it to convey in order to be an effective coach? What is within your control to modify and how might it enhance the coaching process? For the purpose of this article, we explore voice as the way words are delivered – a tool of coaching if you like – its sound, tone, rhythm, pitch, volume, modulation – and the impact this might have on the coaching conversation.

Each voice is unique—as unique as your face, your fingerprint. We can identify each other by hearing voice alone. Young children can discern the voice of a parent. At one level, our voice conveys who we are - our sex, age, background, even our status, but it can also convey emotion, mood and judgement. It can be domineering and authoritarian or wondering and invitational. If as coaches, our aim is to move away from more top-down forms of conversation, then we need to be conscious of using voice to demonstrate a genuine curiosity, a tone of expectation and belief in the other. This intentional self-management can convey our coaching way of being.

The GROWTH framework is a set of 'sign posts' that guide a coaching conversation. We use powerful questioning and other key coaching skills to help generate actions, clarity and energy for the coachee. Essential to effective coaching is the trusting relationship that the coach builds with the coachee. However, there are many times when a coach will be meeting the coachee for the first time. That is why our 'coaching way of being' is paramount, how we show up to each session, the "message" that we deliver not only in our words, but in our body language, our presence, our listening and, I would suggest, our voice. This is the vehicle that delivers the greeting, the welcome, the explanation, the questions.

What message does your voice convey? Voice is especially important during telephone coaching where it is the primary mode of presenting meaning that the coachee perceives. During face-to-face coaching, body language conveys much of the message of the coach, contributing significantly to what is interpreted. Voice might be seen as part of that, but it can also be explored separately as it is related to the way questions are delivered.....

[Continue Reading Here](#)

By Sue Richards,
Senior Consultant
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References:

Covey, S. R. (2004). The 7 habits of highly effective people: powerful lessons in personal change. New York: Free Press

Stelter, R. (2019). The art of dialogue in coaching: Towards transformative exchange. London: Routledge

Van Nieuwerburgh, C. (2020). An introduction to coaching skills: A practical guide (3rd ed.). London: Sage.

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NEW COURSE

ESSENTIAL SKILLS FOR MENTORS

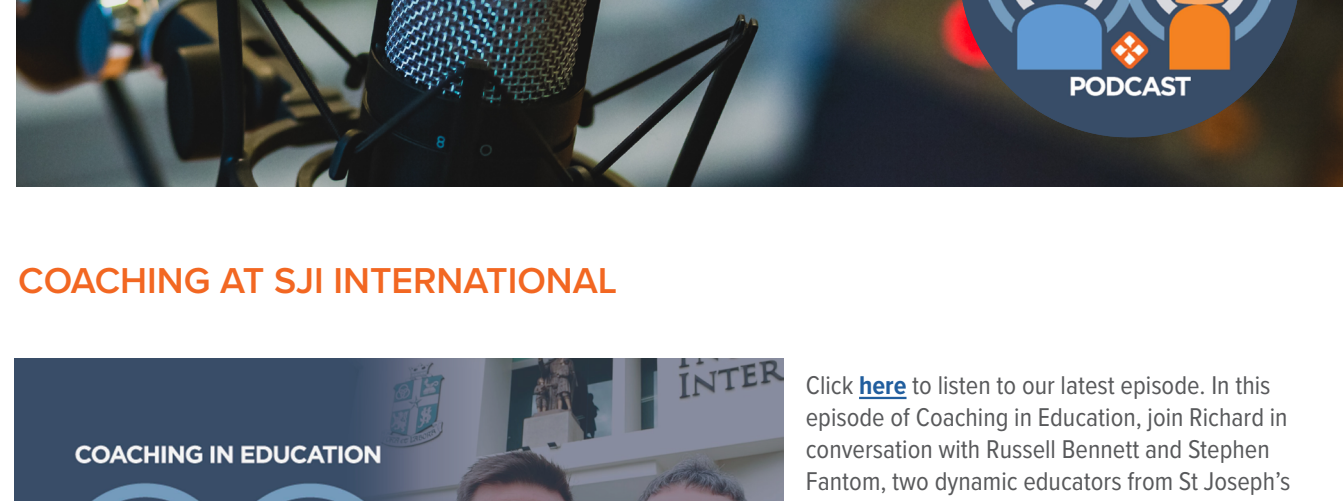
Drawing on the three elements of effective mentoring and coaching, the **Essential Skills for Mentors** course equips mentors and leaders with the essential skills, knowledge, and strategies to best serve the needs of their mentees.

Learn how to be a **high-quality mentor** and better share options, knowledge and expertise in a way that empowers mentees to grow, develop and take action.

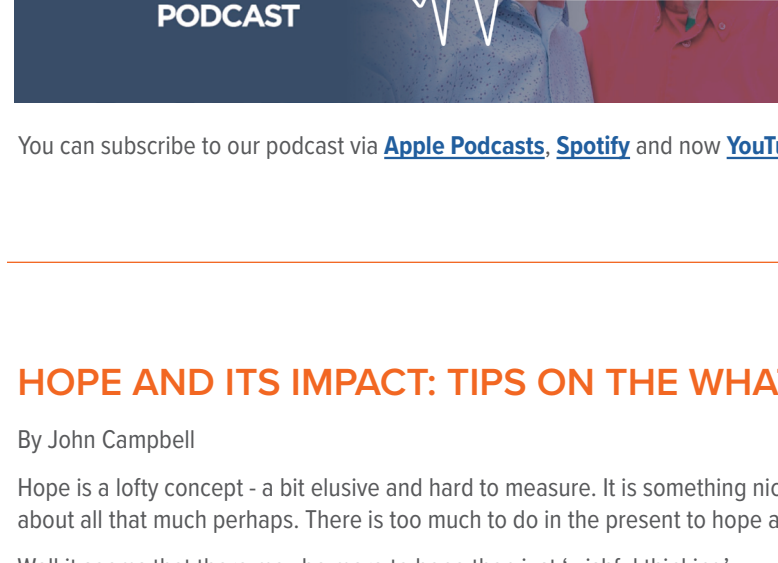
Follow the link below to find out more about this course, and to register your interest.

[Essential Skills for Mentors Website](#)

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COACHING AT SJI INTERNATIONAL



Click [here](#) to listen to our latest episode. In this episode of Coaching in Education, join Richard in conversation with Russell Bennett and Stephen Fantom, two dynamic educators from St Joseph's Institution International School in Singapore. Over the last decade, Russell and Steve have led the way in creating a vibrant coaching culture at SJI, transforming professional learning and fostering personal growth among staff.

Our Coaching In Education Podcast, hosted by Richard Reid is now available on YouTube - now including subtitles to support listeners with hearing impairments.

You can subscribe to our podcast via [Apple Podcasts](#), [Spotify](#) and now [YouTube](#). All of our episodes are available on our [website](#).

HOPE AND ITS IMPACT: TIPS ON THE WHAT, WHY AND HOW

By John Campbell

Hope is a lofty concept - a bit elusive and hard to measure. It is something nice to aspire to and enjoy but not something to think about all that much perhaps. There is too much to do in the present to hope about the future so we just get on with it.

Well it seems that there may be more to hope than just 'wishful thinking'...

Read the full article [here](#) on our website.

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REGISTRATIONS FOR 2025 COURSES ARE NOW OPEN!

CLICK HERE TO BROWSE COHORTS NEAR YOU.

Use the codes below at registration to take advantage of Early Bird Rates!

Introduction to Leadership Coaching

ILC2025EarlyBird - save \$50

The Impact Cycle

TIC2025EarlyBird - save \$50

Coaching in Leadership

CIL2025EarlyBird - save \$100

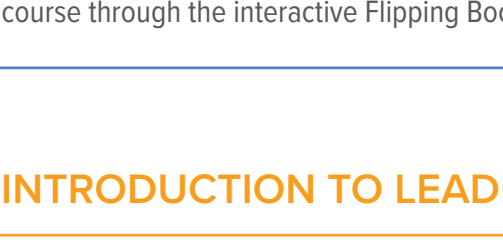
*Offer applicable to 2025 cohorts of the above courses in VIC, TAS, NSW, ACT, QLD and WA only.
Registration and payment is due by 20th December 2024 to be eligible.

COACHING ACCREDITATION PROGRAM

Our flagship coach training course with Prof. Christian van Nieuwerburgh, delivered fully ONLINE over 6 months with a GLOBAL cohort and a pathway to individual European Mentoring and Coaching Council (EMCC) credentials.

Our next cohort commences
February 2025!

[Click here to secure your place now](#)



Click above to find out everything about this course through the interactive Flipping Book.



Facilitators Claudia Owad and Christian van Nieuwerburgh discuss the upcoming cohort of this course.

INTRODUCTION TO LEADERSHIP COACHING

The **Introduction to Leadership Coaching** course provides an exceptional entry level to coaching in education. It's the course for leaders and teams wanting to amplify and cascade a positive, strengths-based, student-centred learning culture at every level in their school or educational organisation. Not through just one conversation at a time, but many conversations at a time. Conversations that inspire joy, teamwork, purpose and self-belief.

Be sure to **click on the dates** to visit the registration pages!

"Thank you for an informative program delivered in a supportive environment. I have a new energy and am confident the skills I have learnt will be used from day one of the new term."

Jane Neary, Head Teacher,
Chifley College - Shalvey Campus NSW

UPCOMING COHORTS:

Melbourne - 18th & 19th Feb 2025

Sydney - 19th & 20th Feb 2025

Perth - 3rd & 4th April 2025

Brisbane - 22nd & 23rd May 2025

Don't forget to use code
ILC2025EARLYBIRD to save \$50.

MANAGING CHALLENGING CONVERSATIONS

Managing Challenging Conversations

is a 1-day course designed for leaders and managers who want to enhance their confidence, skills, and understanding to engage in these conversations in ways that maintain high expectations alongside constructive relationships.

Be sure to **click on the dates** to visit the registration pages!

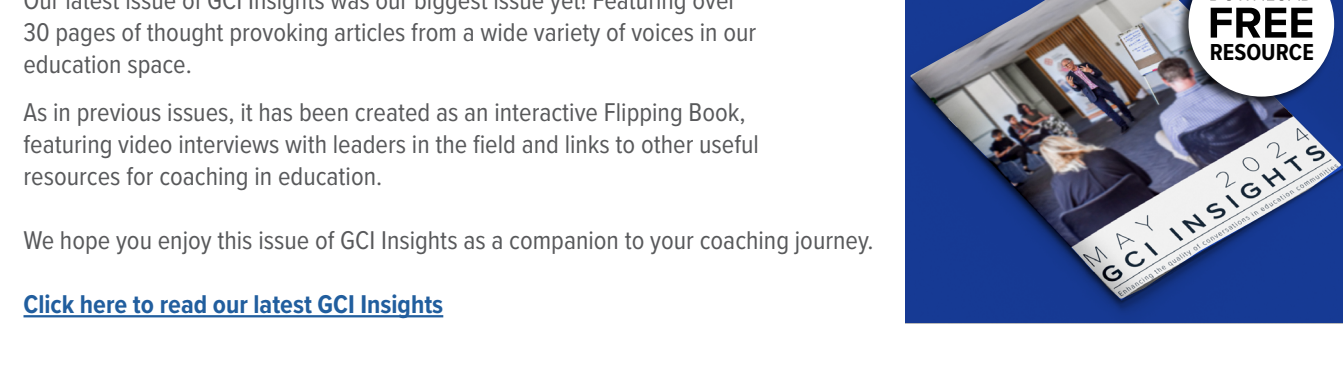
"The facilitators were clear, knowledgeable and happy to share insights. They were welcoming and made the course today feel as though we as leaders can take this on board and succeed."

Kay Manni, Teacher
Sydney Catholic Schools

UPCOMING COHORTS:

Online (AEDT) - 20th Nov 2024

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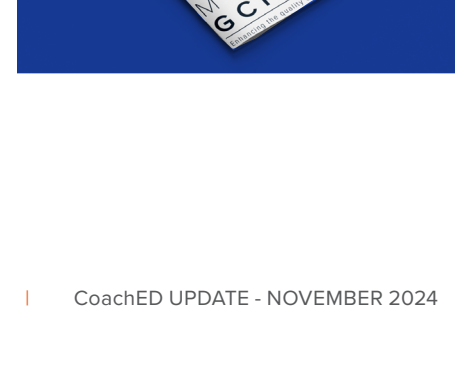
Have you seen the latest issue of GCI Insights?

Our latest issue of GCI Insights was our biggest issue yet! Featuring over 30 pages of thought provoking articles from a wide variety of voices in our education space.

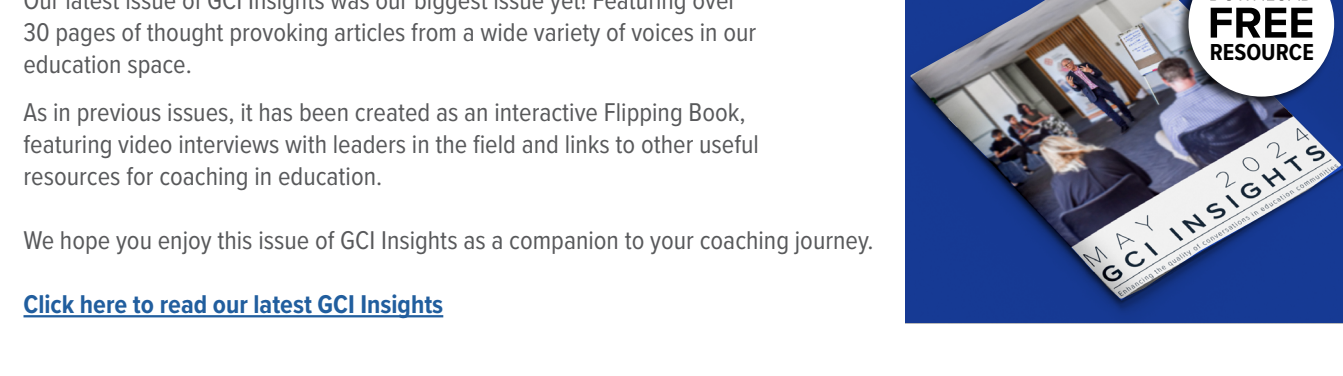
As in previous issues, it has been created as an interactive Flipping Book, featuring video interviews with leaders in the field and links to other useful resources for coaching in education.

We hope you enjoy this issue of GCI Insights as a companion to your coaching journey.

[Click here to read our latest GCI Insights](#)



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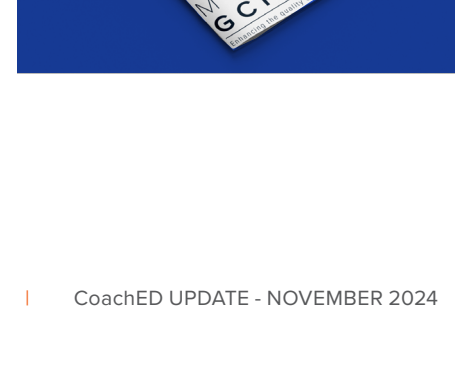
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