Leading PRD through Professional Development

Afshan Baksh, Harrow College

20th May 2010
Session Aims

• Introduction to the Professional Dialogue
• Identify the skills used in the Professional Dialogue
• Tools to support you
• Conduct a Professional Dialogue
• Benefits of using this technique
Ground Rules

- Confidentiality
- Challenge views but respect the person
- Empower, don't disempower
- Engage with the learning
- Mobile phones on silent, please
- Have fun!
The Professional Dialogue

Based on the work of Laurie Thomas and Sheila Harri-Augstein in developing learner autonomy through ‘learning conversations’.

Offers a structure for conducting dialogue where one person is facilitating another’s (or others’) exploration of ways to move forward

Devolves responsibility away from the facilitator to the other/others (eg learner/mentee/reviee) and engages them in planning, taking forward and evaluating their own development or operational activity
The Professional Dialogue

Focuses on the reviewee’s agenda but may be facilitated in 1:1 or group situations

Is a tool that can be transferred to a variety of different situations to solve problems or develop ideas/strategies into concrete action plans, which are then reviewed periodically against planned outcomes

Uses a skill set that is fundamental to a distributed style of leadership, where the leader encourages others to be proactive in operations and in organisational development
Speaking as Equals

Power up

The ethos behind it is that we aim to create power equal relationships in order to support others as they:

• Find ways of resolving problematic issues

• Develop their own skills and capacity

Power down

Power Equal
What’s different….?

Peer Review and Development

Peer Review OF Development
Activity 1

Take a few minutes now to think of a situation in your own area of work which you want to review/develop.

Use the handout for Activity 1 to guide your thinking
Tools to support you

• **GROW – Goal, Reality, Options, Way forward**
  – Better suited to scoping an issue
  – Explores the current situation and potential options

• **PSOMR – Purpose, Strategies, Outcomes (+ Outcome Measures), Review**
  – Works really well to support professional dialogue
  – Results in a firm action plan with identifiable outcomes

• **Asking the right questions**
## Push-Pull Continuum

### Directive

<table>
<thead>
<tr>
<th>PUSH style</th>
<th>Non-directive</th>
<th>PULL style</th>
</tr>
</thead>
<tbody>
<tr>
<td>do it instead of them</td>
<td>tell them exactly what to do</td>
<td>leave them alone; let them do it</td>
</tr>
<tr>
<td>advise them what they could do</td>
<td>suggest what they might do</td>
<td>ask questions so they work it out</td>
</tr>
<tr>
<td>drop a hint so they realise</td>
<td>offer advice so they work it out</td>
<td></td>
</tr>
<tr>
<td>work done by coach</td>
<td>work done by learner</td>
<td></td>
</tr>
</tbody>
</table>

**Fig. 1: Coaching styles continuum**

- **Telling**
- **Instructing**
- **Offering Advice**
- **Giving feedback**
- **Making suggestions**
- **Asking questions to raise awareness**
- **Summarising**
- **Paraphrasing**
- **Reflecting**
- **Listen to understand**
Activity 2

- Conducting your own professional dialogue
Final thoughts...

• Feedback from groups
• Notes to self
• Benefits of using this approach to lead PR of D
• Further training and support
Thank-you!