

# Coaching & mentoring

## Capacity Development Tools

AMCES Headquarters in Cotonou  
17<sup>th</sup> to 19<sup>th</sup> April 2023



# MISSION REPORT

Facilitators: Mr. Kofi KUMODZI & Mr. Théophile AGBOFOUN

March 2023

# Coaching & mentoring

## Capacity Development Tools

AMCES<sup>1</sup> Headquarters in Cotonou

17<sup>th</sup> to 19<sup>th</sup> April 2023

## MISSION REPORT

<b>1 Mission Title</b>	Coaching and Mentoring Training
<b>2 Organisers</b>	West Africa Private Healthcare Federation
<b>3 Dates</b>	17 <sup>th</sup> -19 <sup>th</sup> April 2023
<b>4 Mission Site</b>	Siège de l'AMCES à Cotonou
<b>5 Facilitation team</b>	Mr. Kofi KUMODZI: Head Capacity Building and Advisory services & acting Permanent Secretary Mr. Théophile AGBOFOUN: Head Finances and Administration
<b>6 Participants</b>	21 participants & 2 facilitators. Refer to the participants list (annex N° 1)
<b>7 Objectives of the training</b>	<p><b>Overall objectives:</b></p> <ul style="list-style-type: none"><li>○ Strengthen the coaches' capacity of participants and equip them to become promoters of the professional growth of their supervisees and counterparts</li></ul> <p><b>Specific objectives:</b></p> <ul style="list-style-type: none"><li>○ Leverage participants' understanding in regards to the most recent theories and concepts about coaching</li><li>○ Increase participants' understanding about the connections and differences between coaching and other supervisees' development tools (mentoring, counselling, training, consulting, etc.)</li><li>○ Clarify the various tools and steps in a successful coaching experience</li><li>○ Practice some key tools during the course of the program and after the program</li><li>○ Carry out a coaching agreement with a selected coachee and produce an end of program report</li></ul>
<b>8 Implemented training Programme</b>	<p><b>Monday – 17<sup>th</sup> April 2023</b></p> <ul style="list-style-type: none"><li>- Opening session</li><li>- Debriefing of the pre workshop assignments</li><li>- What is coaching and why not something else?</li></ul> <p><b>Tuesday – 18<sup>th</sup> April 2023</b></p> <ul style="list-style-type: none"><li>- Review day I</li></ul>

<sup>1</sup> AMCES : Association des Œuvres Médicales Privées Confessionnelles et Sociales

- Coaching: a partnership involving many parties
- Coaching tools and ways of proceeding

**Wednesday – 19<sup>th</sup> April 2023**

- Review Day 2
- Exercises and practices
- Ways forward

**9 Methodologies used and key intervention steps**

This training program has been designed with an adult learning approach. It combines some key principles described below:

- First contacts between participants and facilitators to start the learning process with some self-assessments' exercises and pre-readings;
- The face-to-face session (3 days) with an interactive method combining plenary presentations and instructions for exercise, group work, buzz groups, case studies, storytelling and individual contributions;
- Online activities with selected coachees and under the supervision of facilitators as learner mentors to improve their qualification levels as coaches.
- Learning is improved in a relaxed, friendly and fun atmosphere

**10 Main Results**

In general, and in the opinion of the participants, this training allowed them to:

- Have a better understanding of what coaching is and what it is not;
- Distinguish between coaching, mentoring and other means of support and accompaniment to build the capacity of supervisees and collaborators;
- Resolve to use coaching in their daily work to improve the production environment and results of their teams.

**11 Facilitators Recommendations**

As facilitators of this learning experience, we encourage all participants to:

- Continue to explore this employee development tool;
- Include it in their future task delegation procedures;
- Explore the potential of this coaching approach for the implementation of a succession policy in their organizations.

**12 List of documents produced and annexed as additional sources**

**Annexes**

- Annex Nr 1: Participants list
- Annex Nr 2: Results of the programme evaluation
- Annex Nr 3: Results/ ideas generated by participants during the training

**Files attached as training tools**

- Booklet of pre-workshop activities
- Participants' Manual
- Power Point Presentation

Annex Nr 1:

## LIST OF PARTICIPANTS FOR THE COACHING ET MENTORING TRAINING

N°	FULL NAMES	ORGANISATION	PROFESSION/ TITLE	E MAIL	TELEPHONE WHATSAPP
1	FAFEH Pascal	PSSP	Secrétaire Exécutif	<a href="mailto:fapahse@gmail.com">fapahse@gmail.com</a>	95 81 31 48
2	AHOUANTCHEDE César	ROBS	Président	<a href="mailto:robcoord@yahoo.fr">robcoord@yahoo.fr</a>	97 44 82 71
3	SOSSOU D. Floride	ONG T'UP AFRICA	Psychologue	<a href="mailto:floridesossou20@gmail.com">floridesossou20@gmail.com</a>	96 96 66 28
4	ASSOGBA G. Sophie Joséphine	PSSP	Comptable	<a href="mailto:josange_josange@yahoo.fr">josange_josange@yahoo.fr</a>	67 67 86 31
5	SONDJIO Rodrigue	APSPB	Pharmacien/ SGA	<a href="mailto:rodriguesondjo@gmail.com">rodriguesondjo@gmail.com</a>	97 44 40 30
6	DATO G. Théodore	PSSP	AT/DIO	<a href="mailto:cheogild@yahoo.fr">cheogild@yahoo.fr</a>	66 22 06 54
7	AHOMLANTO M. C. Blanche	PSSP	Assistante administrative	<a href="mailto:bahomlanto@gmail.com">bahomlanto@gmail.com</a>	61 12 64 67
8	DEGBEGNI M. D. Richie	APDM	Secrétaire Exécutif	<a href="mailto:richie.degbegni@gmail.com">richie.degbegni@gmail.com</a>	96 93 65 15
9	KOUNDE Yann	ABMS	Chef Service Initiatives Jeunes	<a href="mailto:ykounde@abmsbj.org">ykounde@abmsbj.org</a>	55 87 33 54
10	TOLOME Mikael Giraldo	ATGBB	Technicien BIO/ VP	<a href="mailto:setes_benin@hotmail.com">setes_benin@hotmail.com</a>	67 23 42 08
11	DOSSOU-GBETE Anaïs	ACPB/CLP	Kinésithérapeute	<a href="mailto:clpbenin.kineosteo@gmail.com">clpbenin.kineosteo@gmail.com</a>	33 618 441 983
12	BAPARAPE Madihath	ACPB/CPA	Chargée des RH	<a href="mailto:madihathb@gmail.com">madihathb@gmail.com</a>	90 55 99 07
13	ALLAGBADA O. Isabelle	ASSEPLIB	Sage-femme	<a href="mailto:isabelleallagbada@gmail.com">isabelleallagbada@gmail.com</a>	96 34 50 54
14	BOUBA Dieudonné	AMCES	Directeur	<a href="mailto:dbouba2@yahoo.fr">dbouba2@yahoo.fr</a>	97 76 66 65
15	AKAKPO Urie	CEBAC-STP	Responsable d'exploitation	<a href="mailto:akakpourie@gmail.com">akakpourie@gmail.com</a>	67 40 44 23
16	ASSOGBA Y. Bertin	PSSP	AT/DBS	<a href="mailto:aybertin@gmail.com">aybertin@gmail.com</a>	97 71 00 40
17	HOUNGUE Koffi Désiré	APSTIM BENIN	TG	<a href="mailto:houngued@yahoo.fr">houngued@yahoo.fr</a>	96 45 93 73
18	SOHINTO Josias	ACPB	Médecin ORL/ SG ACPB	<a href="mailto:sohintoj@yahoo.fr">sohintoj@yahoo.fr</a>	97 00 93 53
19	ATIMBADA S. Merveille Frénia	PSSP	Chargée du programme JLP	<a href="mailto:freniasmer@hotmail.com">freniasmer@hotmail.com</a>	61 74 64 89
20	HOUNKPE Emilienne	CEBAC-STP	Chargée de programme	<a href="mailto:hounemilienne@gmail.com">hounemilienne@gmail.com</a>	97 43 30 61
21	HILLAH Amakoé	PSPS Togo	Secrétaire Administratif	<a href="mailto:Hillah_amakoe@yahoo.fr">Hillah_amakoe@yahoo.fr</a>	+228 90359950
22	Théophile AGBOFON	FOASPS	Directeur Finances et Administration	<a href="mailto:theopanic@gmail.com">theopanic@gmail.com</a>	66 38 32 65
23	Kofi KUMODZI	FOASPS	DCBAS – Secrétaire Permanent P.I.	<a href="mailto:kofi@kumodzi.com">kofi@kumodzi.com</a>	+228 90171575

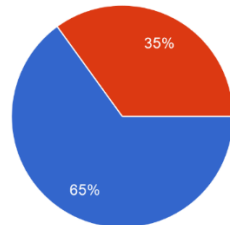
## Annex Nr. 2:

# RESULTS OF TRAINING PROGRAMME EVALUATION

### Total of responses received: 20

- 1- Overall, this program allows me to strengthen my coaches' capacity and equip myself to become a promotor of the professional growth of my supervisees and counterparts

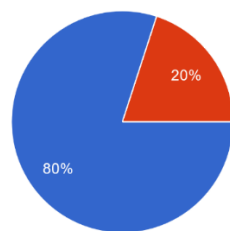
20 responses



- Totally agree
- Agree
- Not sure
- Disagree
- Totally disagree

- 2- This program allows me to leverage my understanding in regards to the most recent theories and concepts about coaching

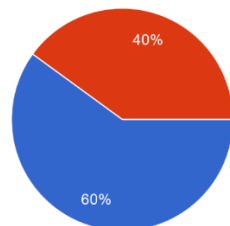
20 responses



- Totally agree
- Agree
- Not sure
- Disagree
- Totally disagree

- 3- This program allows me to increase my understanding about the connections and differences between coaching and other supervisees' development tools (mentoring, counselling, training, consulting, etc.)

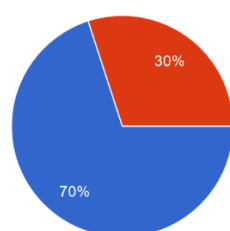
20 responses



- Totally agree
- Agree
- Not sure
- Disagree
- Totally disagree

- 4- This program allows me to acquire various tools to be used during steps of a successful coaching experience

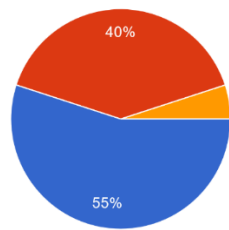
20 responses



- Totally agree
- Agree
- Not sure
- Disagree
- Totally disagree

5- This program allows me to practice some key tools that I expect to continue to use after the training program

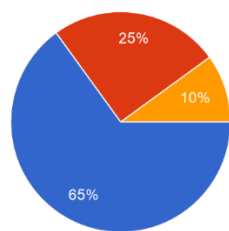
20 responses



- Totally agree
- Agree
- Not sure
- Disagree
- Totally disagree

6- This program allows me to understand how design a coaching agreement with a selected coachee and produce an end of program report

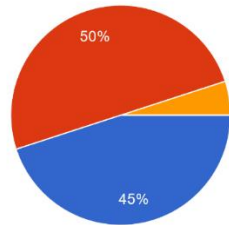
20 responses



- Totally agree
- Agree
- Not sure
- Disagree
- Totally disagree

7- The logistical arrangements were optimal for our learning needs

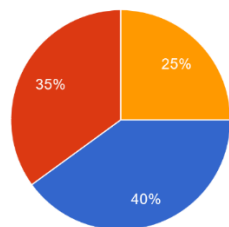
20 responses



- Totally agree
- Agree
- Not sure
- Disagree
- Totally disagree

8- The food and beverage given are of the needed quality to support our working conditions

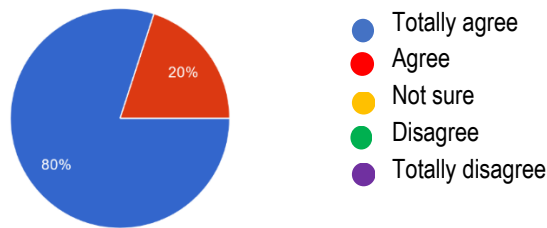
20 responses



- Totally agree
- Agree
- Not sure
- Disagree
- Totally disagree

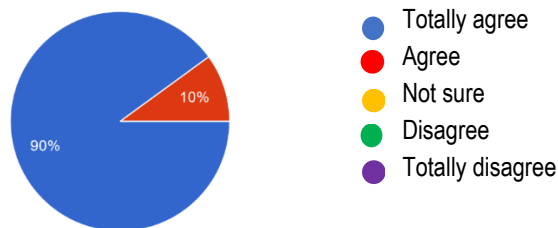
9- Our facilitators capacities and their competences, skills and attitudes were adequate to motivate our learning efforts

20 responses



10- I would recommend this program to my colleagues and to any supervisor within my organization and/ or partner organizations

20 responses



## 11- Do you have any other comments or suggestions?

- Good training time
- No (2)
- In response to the questions relating to the tools (5 & 6) I would like to notify that I was unable to attend their presentation during the second day of training. Hence my answer
- Program to be strengthened and implemented throughout the WAPHF network
- I would like to sincerely thank the PSSP for the opportunity given by inviting us to this training.
- I take this opportunity to ask the facilitators to kindly share with us the materials to enable us to use their resources to train our colleagues and to do a good job of coaching in order to reach the high level for gold certification.
- Kudos to you for the techniques used for the training.
- No Otherwise put myself to work from this moment
- Establish in all structures
- A little more training time would be welcome
- A post-training follow-up would prove to be important to bring more participants to move on to the coaching stage. I especially thank you
- Thank you
- Yes, I suggest training on interpersonal communication and team spirit which can complement this training for a perfect result. Thank you and welcome back.
- The training is very edifying. Thanks to the trainers, thanks to the organizers (PSSP, WAPHF)
- Present an end-of-mission report so that we can see the important aspects even if a template has been made available to us
- Review the air conditioning/ventilation because it was very hot the first 2 days, luckily, we had rain on the last day + repaired air conditioning
- Thank you. The training was great!

## **Annex Nr. 3:**

# **RESULTS/ IDEAS GENERATED BY PARTICIPANTS DURING THE TRAINING**

## **3.1. Participants expectations**

### **Better understand Coaching and Mentoring to help others:**

- Master the different tools and steps for successful coaching and mentoring (2)
- The definitions of coaching and mentoring;
- Know and know how to use coaching tools in my professional and other life (3)
- Master the notions of coaching to better practice them in my relationships with my colleagues
- Acquisition of skills in coaching and mentoring for better service (3)
- Be equipped and able to do coaching and mentoring in my environment
- Strengthen my coaching/ mentoring skills
- Being able to be a good Coach and a better Mentor
- Master the concepts of coaching and mentoring and their applications in professional life (3)
- Better understand the terms coaching and mentoring
- Be equipped in coaching with appropriate themes
- Identify the skills of a good coach and a good mentor

### **Improve skills:**

- Acquire the necessary to be able to develop my potential
- Better equipped to manage/supervise a team (2)
- Improve collaboration with supervisees
- Improve my leadership and that of my supervisees
- See new acquaintances to distinguish myself from my service colleagues
- Increase my knowledge in accompaniment
- Acquire listening strategies
- Improve my skills as a boss
- Improve motivation and confidence with supervisees
- Temporal organization
- Set goals / new team performance

### **Contribution for the improvement of training:**

- Obtain participant feedback to improve training materials
- Obtain enough observations to improve the training tools

## **3.2. Why is the Emotional Intelligence (E.I.) important? (Brainstorming session with participants)**

- Allows you to get to know coaches better in order to better supervise them
- Allows you to get to know yourself and your collaborators better to better coach them
- Allows the coachee to know his qualities
- Knowing the coachees better, the E.I. makes it possible to adapt the messages to their needs
- To discover the E.I. of the collaborator, make him pass the self-assessment test

## **3.3. Reasons to seek a coaching or mentoring service (Brainstorming session with participants)**



- For the development of the structure and/or the improvement of the results
- To prepare a succession on the professional level
- To acquire a specific skill
- For professional retraining
- To benefit from experience in order to save time and resources
- To overcome obstacles on a professional or personal level
- To gain confidence in terms of self-confidence
- To better manage stress
- To meet other professional challenges
- To improve performance
- For a successful marriage
- To give meaning to one's life

### **3.4. Partners involved in a coaching experience based on the two role plays: (Brainstorming session with participants)**

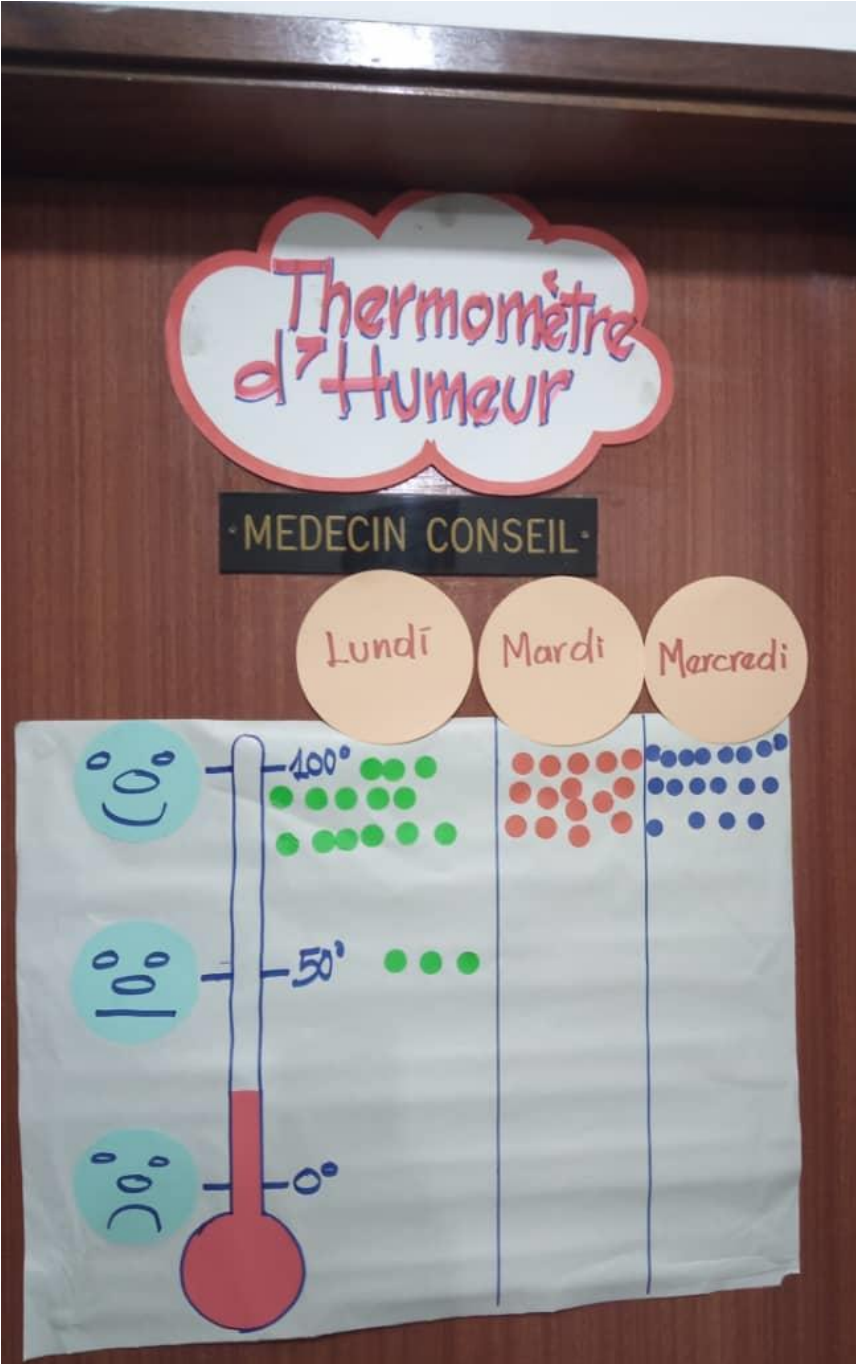
#### **First role play**

- The coach
- The coach's supervisor
- The Coachee
- The focal point of the donor
- The Financier of the donor

#### **Second role play**

- The coach
- The Coachee
- The former manager of the coachee's position
- Coachee's counterpart

Some uncommented souvenir photographs



The mood meter is used by participants to give a daily evaluation of the programme



A table group discussion



Participants are listening to Facilitators making a presentation or giving instructions



Participants are listening to Facilitators making a presentation or giving instructions



Participants are invited to discuss at their table and bring to the plenary the results of their discussions



Interactive sessions use storytelling to clarify complex concepts/ Theories

