

Introduction to Reflective Coaching: FAQ's

1. How does the reflective coaching session fit into ASSA's continuous professional development cycle?

Outcomes-based CPD is about developing our members rather than a compliance or tick box exercise. The purpose of the reflective coaching is to guide our members in their outcomes-based development journey.

2. What does ASSA aim to achieve with these reflective coaching sessions?

ASSA will use the reflective coaching sessions to monitor our CPD process, improve development outcomes for members and improve our CPD process.

3. What is reflective coaching?

Reflective coaching is a mode of coaching which allows the actuary to think back on the insights gained and lessons learned during the diffraction discussions held with a chosen partner. Your coach will create a safe and confidential space for you to draw these insights and lessons together, as well as to start developing your thoughts on your next professional development cycle.

4. What does this "mode of coaching" consist of?

The coach uses question frameworks to enable the actuary to reflect on the insights gained and lessons learned. This is done in a positive and supportive way which encourages self-awareness and deeper insight. Reflective coaching is non-judgemental and does not appraise.

5. Which questions could I expect to be asked?

To create some context for the coach, you could expect a few questions, early in the interview, about your family life, studies, and work. The reflective coach will enquire about your recent cycle of professional development, your objectives and what their outcomes were, as well as what you learned from your discussions with your diffraction partner. You will also be asked what possible plans you have for the next professional development cycle. Finally, your thoughts will be sought on the value and effectiveness of ASSA's outcomes-based continued professional development programme.

6. Reflective coaching seems to be very different from coaching in a sports context. Why?

In a sports context the coach takes the position of an expert who directs, demonstrates, gives advice, and judges or appraises. In the context of the reflective discussions the coach

will assume that you are the expert on issues related to your professional development. The reply to question four above is again applicable.

7. How do I know that the contents of the reflective discussions will not be fed back to ASSA by the reflective coaches?

Firstly, the coaches have made a professional commitment not to divulge information to a third or any more parties, without the consent to do so. In the second place, ASSA have undertaken to respect this commitment and not to seek information which is of a personal nature at an individual level. Finally, ASSA is however asking to receive feedback, at a general level, as to what views exist on the outcomes-based continued professional development programme.

8. Why can't this second reflective interview not be conducted with my diffraction partner?

An experienced and professionally qualified business coach is equipped with the skills to enable you (as an actuary) to assemble the insights and learnings gained from prior diffraction discussions and to deepen your understanding of what has been learned, as well as how continued learning could take place. We believe that the independent engagement as experienced by you and your peers coupled by the independence of feedback on the effectiveness of the outcomes-based continued professional development programme will also be valued by all stakeholders.

9. What happens if I wish to continue the discussion with my reflective coach beyond the allotted time allowed?

ASSA will provide for the costs of the interviews which should be concluded between 60 and 90 minutes. If you wish to continue the discussion with your reflective coach, beyond the allotted time, you need to contract for a follow-up session to take place. You will be responsible for the costs and this arrangement will be between yourself and your coach.

10. What general feedback can I expect to receive from this pilot exercise?

ASSA will compile a feedback report after the pilot exercise which will be shared with all ASSA members.

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