

Remote Debriefing And Coaching



A SUMMARY OF INTERVIEW BETWEEN DOMINIC GOURLEY AND CORINNE CANTER, PUBLISHED ON CULTURE BITES PODCAST

As the Covid-19 crisis confines most of us to our own homes and will not allow for face-to-face interaction, the question of how remote Debriefing and Coaching can be a success has become more pressing. Dominic Gourley of Human Synergistics Australia interviewed Corinne Canter, who is a consultant, facilitator and coach with Human Synergistics Australia, to discuss how coaching and debriefing can take place during lockdown:

Only do remote sessions if face-to-face is not possible. Getting feedback can be difficult. Sometimes clients are not prepared for the feedback that they receive, which can be very confronting. There is something in the interpersonal resonance of actually being with someone. One has to take that into account when debriefing someone through distance.

Connect with client in advance. Approximately 2 weeks before the debrief, give the person a call. 30 minutes should suffice to reach out to them, get to know them a bit. It is about building rapport. What's important to them? What's happening in their world? What are their challenges, their opportunities? What do they want to get out of the debriefing process? This is also the time to briefly introduce the tool.

Send an email in advance with instructions. The person you are debriefing should be in front of the laptop in a private room with no distractions. If at home, make sure that kids are looked after. Their email account should be closed. The report is not sent until you will be ready to discuss it.

Have supporting documents ready. It is important to have all the necessary materials ready – for both you and the client. That might be the self-development guide, the profile summary cards or the LSI handout. Also make sure you have all the contact details at hand.

Remember that there is no single way of debriefing. Everyone has their own style of debriefing and coaching. One way is the “funnel approach”, or starting broadly by looking at the Circumplex. What do they see? What do they notice? Get them talking about what stands out. Then look at a particular description/style. Use self-development guide or the profile summary cards. You do not need to explain e.g. „what a seventy five percentile means“. They should be looking it up and then checking it themselves, whether they agree with it or not. Then you can have a discussion around this and then the item by item level. Basically you are unpacking the results together. Finally, you could talk about what actions they can take.

What to do if, during the remote debrief, it hits a nerve with the client. You should probably try and do all the things that you would normally do if you were in a room together. So ask them „How you doing?“ and to „Have a drink of water“. Also check with them if there is anyone who could support them. Maybe you can reach out to someone for them. Also maybe say „I'd like to check in with you at the end of the day. Would that be okay?“.

Get support for your first remote debriefing. For your first remote debriefing, you could debrief with someone to set yourself up for success. The extra support will help you to feel more confident.

Experiment with different methods. Sometimes it's useful to turn the visual off because sometimes you can pay more attention to certain audio cues, e.g. where the pauses are, the tone, whether there is change in the pace.

Technical issues - internet connection etc. Make sure that you've got a connection that works really well and ask the client to check the connection. Sometimes technology lets us down. Look for an alternative – e.g. turn the computer audio off and call via phone, while still using the visual. Instead of persevering with a bad quality connection, suggest an alternative - „I don't know about you, but I can't actually hear you that well, can we just stop and come up with a different plan?“.

You want to learn more? Listen to the [Culture Bites Podcast](#) episode featuring this interview in full.

Please do reach out to [our office](#) should you have any further questions.