

# SPRING PERSONAL DEVELOPMENT PHONE CALLS POLICY

19<sup>th</sup> September 2016

## INTRODUCTION

This policy has been created to safeguard all parties involved in a training phone call.

## PURPOSE

Notification of phone calls being recorded is commonplace nowadays and in the same way appropriate knowledge by those parties involved in a training call as to who is listening or gaining information from the call must be achieved.

## RESPONSIBILITY

It is the responsibility of the Spring Representative to ensure this policy is adhered to.

## PROCESS

The procedure to follow for the three scenarios in which we're using phone calls for the development of managers and others:-

### 1. 'Coach Listening' One-to-One Phone Conversations

Where you, the Spring coach, are listening to both sides of a telephone conversation (the person you're developing, and the responses from the person with whom they're speaking) our client (the manager you are working with) must be instructed to indicate to the other participant that you are listening as follows:

*"I need to let you know I'm working with a coach today, and they are going to listen to this conversation for the purposes of my development. So, the coach will be listening to what I say, and to what you say in return. Is that ok with you?"*

If the individual responds that this is not ok, then either the phone call needs to be ended at this point, or you should leave so that the phone call can continue without you. This applies to calls made within both the client organisation and externally.

### 2. 'Group Listening' Two-Way Phone Conversations

Where someone we are developing is making a phone call and colleagues of theirs are listening to both sides of the conversation (the person you're developing and the responses from the person with whom they're speaking) our client (the manager making the phone call) must be instructed to indicate to the other participant that there are other people listening as follows:

*"I need to let you know I'm taking part in some development activity today. My coach and some colleagues of mine are going to listen to this conversation for the purposes of my development. So, they will be listening to what I say, and to what you say in return. Is that ok with you?"*

If the individual responds that this is not ok, then either the phone call needs to be ended at this point, or all observers should leave so that the phone call can continue.

### 3. 'Coach or Group Listening' To Coachee Dialogue Only

Where you alone, or you together with a group of observers is listening to a phone call for the purposes of development, in which you are not listening to both sides of the conversation (i.e. you are only listening to the person you are developing - you cannot hear the responses of the individual to whom they're speaking) our client (the manager making the phone call) must be instructed to indicate to the other participant:

*"I am on a training course today, for my own development. I won't refer to you by name, and you won't be identifiable, but I might refer to elements of this conversation during discussions*



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19<sup>th</sup> September 2016

*with my colleagues later in the day. Is that ok? "*

If the individual responds that this is not ok then all observers should leave so that the phone call can continue. In this situation, once the participant returns to the development session, Spring trainers may review how the phone call proceeded, but must ensure that no specific details of the conversation are discussed.

NB:

If anyone refuses to act in accordance these procedures, insists on making a call and actually does so, the Spring trainer should email a Spring Director and provide details of the situation at the earliest opportunity.

## SPRING PERSONAL DEVELOPMENT PHONE CALLS POLICY UNDERTAKING

I confirm that I have read the 27<sup>TH</sup> May 2016 Personal Development Phone Calls Policy and will conform with the requirements and responsibilities therein to the best of my ability.

Signed by:

Date

Print Name:

In the capacity of: Director, Associate, (delete as appropriate)

PLEASE EMAIL A COPY OF YOUR ACCEPTED UNDERTAKING TO:

Luke Thomas: [luke@spring.uk.com](mailto:luke@spring.uk.com)



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