

# Building Rapport

## Transcript

## Appearing

In order of appearance:

1. MAJ David Stephens
2. CHAP Andrew 'Red' Taylor
3. MAJ Ali Coulton

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## Transcript details

MAJ David  
Stephens

So, Red, tell me a little bit more about where you meet your counterparts and what the expectations are there?

Yeah, absolutely. First meeting really important that it's on location at ADFA. So it's a safe space for, the counterparts, the training officers. And it's just a good way for the coaches to orient themselves back to ADFA. Once that first meeting has been completed, it depends a little bit on the counterpart, and I find it's really powerful to go offsite. If that works for them, it's convenient, there's a number of locations that you can utilize and access, offsite from ADFA. Gives a little bit of space, from what's happening in the day to day at ADFA. Which is helpful I find ... for a coaching perspective. There's a number of different locations you can go to - Poppy's at the war memorial is fairly close by, is one that's, it's, a great location. ONA out at Fyshwick is in another location, and there's a couple of different cafes at Pialligo, up Pialligo, like Rodney's and Tulips, which are great to utilize. Close by but off site. Another thing to factor in and consider in the coaching space is, the first name basis. One of the reasons that we're encouraged to engage and not wear a uniform is that we want to, maximize the comfort that the training officer, or the counterpart, has with our engagement.

CHAP Andrew  
'Red' Taylor

So I'll usually encourage them to use first name, and the idea of that is to have it as a really levelled relationship and connection.

MAJ David  
Stephens

Ali, tell me a little bit more about the expectations of your coaching counterpart. When you're meeting for the first time, how have you found... what sort of mindset of they had coming in? And how do you sort of work with that?

I've found that, They can be at quite opposite ends of the spectrum, depending on the individual. Some TOs, especially if they've volunteered for the program, can show up highly motivated with very clear goals in mind and really seeing the opportunity on their own professional development and a very enthusiastic. I have also experienced TOs who have... don't really know what the program is about. They might be a bit sceptical. They might have been recommended for the program, so coming in, they think, that it's compulsory, and that they have to do it, and it's more just an attendance basis. So, the highly enthusiastic people

MAJ Ali  
Coulton



who have their goals, are quite easy to move straight into the tough work with them. I find it's really. Important with those who are either sceptical, about the program or, what to expect, that you take the time to really explain the opportunities for them, that it is voluntary and that they have buy in as to whether they choose to work with me after that meet and greet session. Or perhaps meet with a different coach, but that they can also elect to end the program at any stage if it doesn't feel right for them. I find the confidentiality piece is really important, especially if they are sceptical. In this environment at ADFA, I think it's really important for them to be clear that, as coaches, we are not providing specific reports back to their staff as to what we are discussing, how they are going. That is all completely confidential between us in that coaching relationship. The only exceptions which they are very familiar with is if there are mental health concerns and there is immediate or imminent risk to themselves or others, but outside of that it is our time to work together, and reports aren't provided back. If we do provide notes, and it's important for coaches to convey this to their Counterparts, we only take notes to jog our own memories. Between sessions, those notes are not shared with anyone else. And at the end of a Coaching relationship, all those notes should be destroyed. Because I say that content is owned by the counterpart, not by the coach.

MAJ David  
Stephens

Another a follow up question. You talked a little bit about, where you might meet with a counterpart. Can you, can you go into that a little bit more depth? What are some of the options that as a coach you have some where you meet them.

MAJ Ali  
Coulton

Sure, so like I reiterated, it's very important that the first session is conducted on base at ADFA, but after that, depending on the TO's individual circumstances and their capacity, I find it's very beneficial for both of us to move the sessions off base. They can be at a coffee shop nearby. I'm a big fan of especially in finer weather, going for a walk around the lake, and I find that it's a very different environment where you're walking next to your counterpart as opposed to sitting opposite. It can help them feel more comfortable in opening up and talking about things that might be a little bit uncomfortable for them and showing that vulnerability when they're not having to look at you face to face. It also gets them active, and I know that they appreciate that as a difference from sitting all day in a lecture theatre.

MAJ David  
Stephens

We've talked about building rapport. What are some of the things to consider, when you're trying to build rapport with your coaching counterpart?

MAJ Ali  
Coulton

I think one thing to be very aware of is that we are in this program with rank, and they are trainees. So, it is very important for me to make sure that the coaching counterpart, is aware that they are more than welcome to call me Ali and use my first name when we are in that context. Some of them may not be comfortable with that, which is okay, but I find, generally they are all very comfortable using my first name. I think that's very important to make sure that we are on an equal level, and it is not coming from a place of officer and trainee relationship. For me personally, because I am also on staff at ADFA and the TO's senior more formal setting in the lecture theatre - I also make sure that they are aware of those boundaries of when I am presenting a lecture. Then it is "Ma'am", but in that one-on-one environment and their correspondence around the coaching program, they are very welcome and encouraged to call me Ali.

MAJ David  
Stephens

Thanks Ali.

