



# – Enactus UK – **COACHING4IMPACT**

**H a n d b o o k**  
**2023/24**

**“A community of students, academics and business leaders committed to using the power of entrepreneurial action to transform lives and create a better, more sustainable world.”**



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# Welcome

Thank you for signing up to be part of the Coaching4Impact Programme! We are incredibly grateful for your support in helping us achieve the Enactus UK vision of engaging the next generation of entrepreneurial leaders to use innovation and business principles to improve the world.

Taking part in this programme is an exciting opportunity to develop your own coaching style, your self-awareness and support the next generation of responsible leaders in their own leadership journey. The aim of the programme is to provide you with an opportunity to practise your coaching skillset whilst simultaneously creating measurable impact for the Enactus students, teams and projects.

This welcome pack provides you with the key information needed to support you in your role as a coach and includes resources, links and information chosen to support your coaching experience.

## Coaching Programme Approach and Expectations

The Enactus UK coaching programme is an immersive coaching experience focused on the learning development model of 70-20-10.

### 70% - Experiential learning

A massive 70% of what we know is learned through hands-on experience and overcoming real-life challenges. Our Enactus coaching programme challenges you to immerse yourself in the Enactus team support network supporting them to develop solutions to problems in real-time. Your coaching skillset will be tested as you look to build trust, actively listen, ask open questions, effectively goal set and encourage positive outcomes by providing support and constructive feedback.

### 20% - Social Learning

Learning doesn't happen in isolation. As humans we learn through our relationships by sharing knowledge, observing others and nurturing mentorships. At Enactus UK we encourage this through our monthly coaching calls, drop-in sessions and networking opportunities. We actively encourage you to use the wider support network to share best practise and will often ask coaches to talk about their experiences to highlight challenges/opportunities for others to learn from.

### 10% - Formal Learning

Our monthly coaching calls offer an element of formal learning which alongside the resource supplements we provide will ensure you feel supported and have a structured approach to your coaching experience.



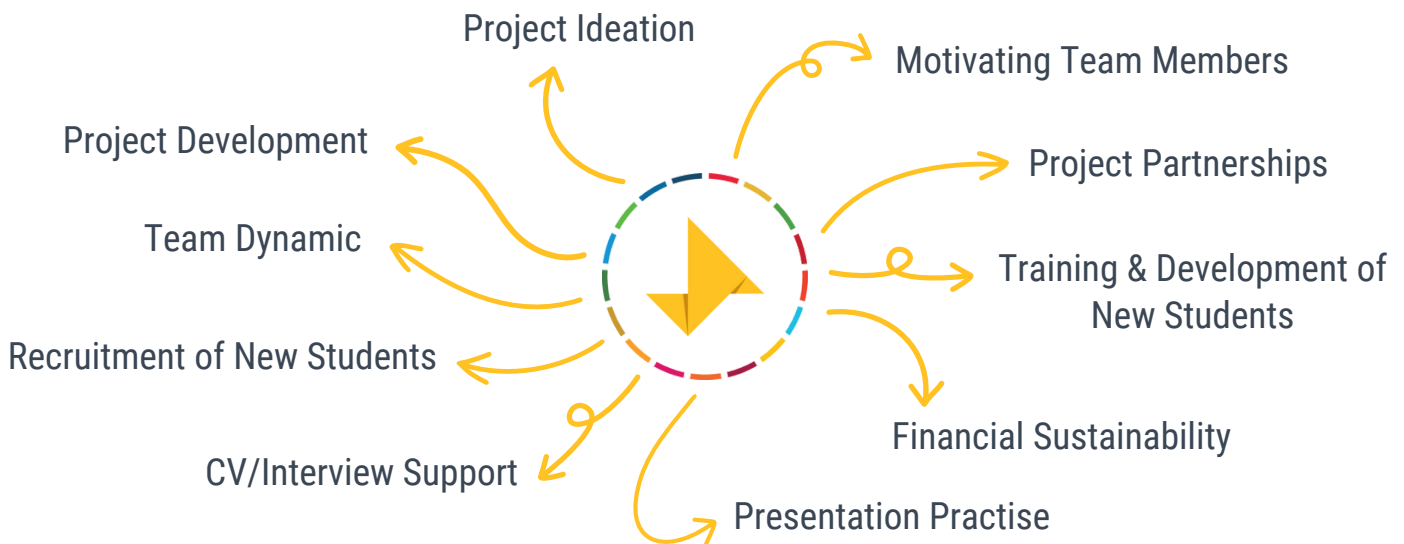
# Role Description: Coaching4Impact

## Role of an Enactus Coach

Enactus UK Coaches are an integral part of the Enactus UK support network and are a valuable source of knowledge, expertise and advice for students, teams and projects. Alongside the wider support network, Enactus UK Coaches support students and teams in accelerating the benefits of the Enactus UK programme for all involved.

## Areas of Support

Enactus UK teams work with their coaches to create solutions to challenges in a multitude of areas. These could be focused on supporting team sustainability, accelerating project quality and impact, as well as the professional development of the students involved.



## Commitment

### Minimum recommended:

1 hour Support Network Meeting with team

1 hour Monthly Coaching Call with EUK

As with anything Enactus - the more you put in, the more you get out which is why although the commitment level needed is low from an Enactus UK perspective (two hours per month) most coaches will far exceed this with additional support, help, and advice given outside of the monthly support network meeting. Enactus UK will also offer one-off events and engagement opportunities that you may wish to get involved with such as national competition judging, regional feedback summits support and networking opportunities.

## What you will gain:



### **Network with Like-minded People**

Network with like-minded professionals to gain and strengthen business connections, get fresh ideas and develop long-lasting relationships.



### **Professional Connections**

Enactus is a large network of leaders from a broad spectrum of organisations from across the business world. Make new professional connections to support your career development.



### **Develop Coaching Skills in a Safe Environment**

Develop your coaching and leadership skills whilst simultaneously developing the next generation of responsible leaders.



### **Make a Difference**

Coach Enactus students, teams and projects to create a better more sustainable world for us all!



### **Take on a Challenge**

Enactus is not meant to be easy, supports students with a huge variety of challenges with their projects and their team.



### **Have FUN!**

Working with like-minded people on exciting and innovative projects that really create a positive impact is a hugely rewarding and fun experience!



### **Gain Confidence**

Build confidence in your own leadership and coaching skills with an opportunity to support students with their projects!



### **Learn Something New**

With access to Enactus UK coaching resources as well as the experiences of your fellow coaches you will undoubtedly learn something new!

# Preparing for your Role

## Need to do

- Read through this handbook!
- Ensure you have read and understood our safeguarding policy here: <https://enactusuk.org/safeguarding-policy>.
- Connect to your Enactus team and wider support network
- Understand the Enactus UK Project Criterion and what makes a 'good' Enactus project.
- Find out a 'Sit-Rep' for your team - student numbers, no. of projects, current goals etc.

## Nice to do

- Understand this handbook!
- Log on to the coaching resource centre and look through the resources
- Share your Enactus UK coaching experiences on social media. [Click here](#) to access a tile you can share on your LinkedIn profile.
- Join the [Coach WhatsApp group](#) to stay connected with your fellow coaches and share best practise useful resources and ideas.
- Join us on the Monthly Coaching Call held on the 2nd Wednesday of every month.

## Best Practise

- Connect with your fellow coaches assigned to the same Enactus team as you on LinkedIn and set up a space to share ideas to best support your team.
- Watch [Enactus World Cup Quality Presentations](#) of the best projects globally.
- Become an active member of the coaching network - actively participate in the monthly coaching calls, support with advice/buddy-ing for other coaches.
- Engage and communicate challenges, opportunities and support needed from Enactus UK
- Reach out to coaches for Top Teams, or previous award winners from your organisation to find out Top Tips on their coaching journey.
- Create a personal log to detail your coaching journey and the skills you are developing along the way.
- Say YES to opportunities to get involved further - judging, regional feedback summits, coaching focus groups etc.



# Enactus UK Support

## Coaching4Impact Support Sessions - Monthly

Enactus UK provides a monthly support and networking session for all coaches to join. The sessions will follow the Enactus calendar and be themed accordingly. The sessions are an opportunity to learn, connect and ask questions directly to Enactus UK and the wider coaching network.

**The calls are on the 2nd Wednesday of every month between 16:30 - 17:30.**

### September

Connecting to your team  
Recruitment Support  
Project Ideation

### October

Partner Competitions  
Project Development  
Regional Feedback Summits

### November

World Cup Update  
Project Development  
Regional Summits

### December

Christmas Communication  
National Competition Launch  
Christmas Quiz

### January

Welcome Back  
Enactus Criterion  
National Competition Reminder

### February

National Competition Support  
Judge Opportunity  
Project Impact  
Team Handover

### March

National Competition Support  
National Expo Opportunity  
Team Handover

## Coach Drop In Session - Monthly

This is an opportunity for you to talk directly with the team at Enactus UK in a 'drop-in' style at your own convenience.

**The Drop-In sessions are on the 3rd Friday monthly between 12:00 - 13:00!**

## Coach WhatsApp Group - Optional

Direct communication between Enactus UK and the coaching network as a whole. Great for quick questions and support from peers.

You can join the WhatsApp group here: [bit.ly/EUKCoachWhatsApp](https://bit.ly/EUKCoachWhatsApp)

# Coach Resources

## Enactus UK Resource Centre

Here you will find all the resources that you will need to really make the most of your time as an Enactus UK coach. This area is regularly updated, so make sure to save it as a favourite and click back throughout the year to see the most up-to-date info! Also if you think there are any gaps, or opportunities to add to the resource centre, get in touch!

## Recommended Resources

### Enactus UK specific

[Enactus UK Team Handbook](#)

[Enactus UK 101](#)

["What is Enactus UK" - Video](#)

[Enactus UK Projects](#)

[Enactus UK National Competition Handbook \(2023\)](#)

[Enactus UK Project Criterion](#)

[Enactus UK Judge Score Sheet](#)

[Role of the VPE](#)

[Support Network Meeting Guide](#)

### Enactus UK Project Development

[Business Model Canvas](#)

[Theory of Change](#)

[5 Why's](#)

[Design4Delight Method](#)

[8 Ways to Improve Your Project Design](#)

[Project Innovation and Approach Framework](#)

### Your Coaching Experience

[The GROW model](#)

[The Wheel of Life](#)

# Enactus UK Coach Recognition

## Enactus UK Certification of Participation

Each active coach in the EUK programme at the end of the Enactus year will be given an Enactus UK Coaching Certificate of Participation. The certificate is to thank you for your work and support in developing the next generation of entrepreneurial leaders for this Enactus year and for your dedication to helping us create a better more sustainable world for us all.



## Enactus UK Coaching Awards

At the National Expo each year in April, Enactus UK awards one coach from each partner organisation the 'Partner Coach of the Year Award' to celebrate their contribution across the Enactus year. Further to this, the following awards are also given out to celebrate our coaching network:

- Overall Coach of the Year
- New Coach of the Year
- Outstanding Contribution of a Coach
- VPE Mentor of the Year

## Internal Recognition and Visibility

Many of our coaches have utilised the Enactus UK coaching programme to support their own internal professional development at their respective organisations.

*'Winning the Partner Business Coach of the Year Award gave me a large amount of exposure within the company at a high level - it was noticed by my senior managers and helped me to stand out amongst my peers when successfully applying for a promotion a few months later.'*





# Frequently Asked Questions

## **Q: How much commitment does the Coaching4Impact role require?**

A: As a coach, you should attend the student teams' monthly support network meeting and the monthly coach call hosted by Enactus UK (September - April). This will only total 2-3 hours per month. Feel free to volunteer as much of your time as you would like to support your team!

## **Q: How much experience do I need to be a coach?**

A: None at all! This is an opportunity for you to develop and learn coaching and mentoring skills, and share best practice with your fellow coaches.

## **Q: Who is my main contact at Enactus UK?**

A: Your main contact at Enactus UK is Charlie our Partnerships and Engagement manager. You can contact him at [clea@enactus.org](mailto:clea@enactus.org) or by mobile at **+44 7742 221932**.

## **Q: Who is my main contact within my Enactus student team?**

A: Your main contact in the student teams is the Vice President of Engagement (VPE). They are responsible for managing the teams' relationships with their support network, this includes organising and arranging the monthly support network meetings you will be attending, sending out agendas and notes following each meeting.

## **Q: How do I know what team I am supporting and how do I get in touch?**

A: You will be connected to your team by Enactus UK at the Coach Networking Connection Call at the start of the academic year. You will also be connected to your team by email.

## **Q: What do I do if my team is not being responsive?**

A: If you are struggling to contact your team (you have chased them/followed up and still not heard) please reach out as soon as possible to Charlie at [clea@enactus.org](mailto:clea@enactus.org).

## **Q: Can I change teams?**

A: If you would like to change teams for any reason please reach out to Charlie at [clea@enactus.org](mailto:clea@enactus.org).

## **Q: Where can I find resources to support me?**

A: You can find resources to support you at <https://enactusuk.org/resources>

# Safeguarding

Enactus UK is committed to ensuring the health, safety, welfare and development of all participants and personnel that are part of the programme. You can find our safeguarding policy here: <https://enactusuk.org/safeguarding-policy>.

**Enactus UK Safeguarding Lead: Amy Brereton.**

## Introduction

Safeguarding is the responsibility of everyone, not just the people who are directly involved in working with vulnerable adults. Safeguarding an individual means that they are protected from harm using appropriate measures. In terms of vulnerable adults, this is likely to mean checking for signs of abuse, such as that which is physical, emotional, sexual or financial. It also means ensuring that individuals are treated in a dignified and respectful manner, which enables them to retain independence and control over their own lives. Safeguarding, in its most fundamental form, is important because it stops individuals from being harmed, abused, neglected or exploited.

## Duty of Care

A duty of care is a moral or legal obligation to ensure the safety and well-being of others. This means that any organisation which provides care and support to vulnerable adults must put the interests of the people who use those services first. A further priority of the organisation is ensuring that individuals who are in their care are kept safe from harm, with prevention being preferable, in order to stop someone being harmed rather than reacting to it once it has already happened.

## Key Points

### Vulnerable adults

A vulnerable adult is classed as an individual who is aged 18 years or over and who, for any reason, is unable to take care of themselves or to protect themselves against any form of harm, abuse or exploitation.

### Who is vulnerable?

An adult will be considered as vulnerable due to one or more factors which affect their ability to care for themselves and to protect themselves against harm and exploitation.

### Duty of care

A duty of care is a moral or legal obligation to ensure the safety and well-being of others.

### Safeguarding Adults Boards

All local authorities have a Safeguarding Adults Board (SAB) in line with the requirements of the Care Act 2014.

### Protected characteristics

The Equality Act 2010 aims to protect people or groups of people who have one or more 'protected characteristics'.

# Disclosures and How to Respond to Them

## Verbal disclosures -

Most disclosures will take place verbally when volunteers are speaking with individuals and this can be in any circumstance at all.

## Why abuse may not be disclosed:

- Threats from the abuser: some abusers will subject the individual to threats of harm or threats of harm to others if they tell someone what is happening. This may be enough to keep the individual from disclosing information if they genuinely believe that the abuser will hurt them or someone else.
- Concerns about not being believed: some individuals will not disclose abuse because they fear that no one will believe what is happening. This may be particularly pertinent for individuals whose abuser is a person in power or who is someone who is well liked and respected.
- Inability to communicate that abuse is taking place: individuals who have illnesses or disabilities that affect their ability to communicate such as dementia or learning disabilities may not be physically able to speak about what is happening to them.
- They may not realise that abuse is taking place: adults who have learning disabilities particularly may not actually realise that they are being abused, as the abuser may have told them that what is happening is ok and that 'everyone does it'. Older individuals may not realise that they are being financially abused if the abuser is able to do this in a way that keeps them from checking their money and possessions.
- Embarrassment or shame: some individuals will be ashamed that they are being abused and have been powerless to do anything to make it stop. They may fear being judged by others about why the abuse has taken place and the shame of this may stop them from asking for help.
- Fear that other people will find out: individuals may fear that if they tell someone about the abuse that other people will find out and that 'everyone will know' about it, if they don't understand that such information would only be shared with those people who are directly involved with their ongoing safety, care and support.
- No one has ever asked them: some individuals may not disclose abuse because the right time has never come about or simply that no one has ever asked them about it. Those who are reluctant to make a disclosure may want the signs of abuse to be picked up but are unwilling to start a discussion about it by themselves.



## Responding to disclosures -

When working with vulnerable adults, there is a high possibility that, at some point, a volunteer will need to respond to a disclosure of abuse. In order to ensure that there is a positive outcome to the disclosure, volunteers need to ensure that they do the following:

- Work within policies and procedures
- Listen with empathy and be non-judgemental when the disclosure is being made
- Give reassurance to the individual
- Work within appropriate realms of confidentiality
- Report, record and refer the disclosure to the appropriate person
- Ensure any evidence is preserved.

**If you have any questions, concerns or need any support on safeguarding at any time please reach out to the Enactus UK Safeguarding Lead - Amy Brereton, [abrereton@enactus.org](mailto:abrereton@enactus.org).**

## Safeguarding Do's and Dont's:

### Do:



- Ensure you have read and understood the [Enactus UK Safeguarding Policy](#)
- Seek appropriate advice and support immediately.
- Make a record of any disclosures that are made.
- Discuss the students concerns with a designated person as soon as possible.
- Undertake relevant safeguarding training (optional).

### Dont:



- Find yourself in a position where you are alone one-on-one with a student.
- Share your personal contact details with a student.
- Investigate or seek to prove or disprove disclosures of abuse.
- Do nothing!
- Assume someone else knows or will act.
- Attempt to resolve matters yourself.
- Confront any suspected abuser.

# Enactus UK Team



**Andrew Bacon**  
Chief Executive  
Officer



**Amy Brereton**  
Chief Operating  
Officer & Country  
Leader



**Charlie Lea**  
Partnerships &  
Engagement  
Manager



**Rachel Hart**  
Programme  
& Events  
Manager



**Stephen Brown**  
Programme  
Coordinator



**Mariana Da Silva**  
Partnerships &  
Engagement  
Coordinator



**Harri Ketteridge**  
Brand & Marketing  
Officer



**Rosie Connolly**  
Finance & Admin  
Manager

# The Basics: Enactus UK 101

## Our Vision

To engage the next generation of entrepreneurial leaders to use innovation and business principles to improve the world.

## Our Mission

Our mission in the UK is to be recognised as a leader in developing a national network of socially-minded young leaders of the future, who transform communities and society through real-life social action and environmentally responsible enterprise.

## What We Do

Guided by university advisors and business experts, participating students form teams on their University campuses to create and implement community projects that empower people to create a better world for us all. The experience not only transforms lives in the communities our students work in, but it also helps students develop the kind of talent and perspective that are essential to becoming effective, values-driven leaders.

## Our Impact - 2022/2023



60+  
Universities



4000  
Students



230  
Projects



1,000,000  
Hours Invested



16,000 Lives Directly Impacted



# Our Network

Enactus is a community of students, academics and business leaders committed to using the power of entrepreneurial action to transform lives and shape a better, more sustainable world.

## Our Universities



## Our Partners

Corporate and Organisational Partners



Strategic Partners





# ENACTUS UK 2023/24 YEAR OVERVIEW



## JULY 2023\*

Leadership Summits 2023  
Career Readiness Programme

## AUGUST 2023\*

Leadership Summits 2023  
Career Readiness Programme  
Team Project Reviews - 121

## SEPTEMBER 2023\*

Enactus UK Welcome Events  
Enactus Bootcamp 2023 (online)  
Partner Competition Launch  
Enactus UK Fresher's Support  
Team Project Reviews - 121

## OCTOBER 2023\*

Employability Focus  
Enactus UK Welcome Events  
Enactus World Cup - Utrecht

## NOVEMBER 2023\*

Regional Accelerators  
Partner Competition  
Announcements

## DECEMBER 2023\*

National Competition Launch  
National Competition Accelerator

## JANUARY 2024\*

Refreshers Support  
UA Summit

## FEBRUARY 2024\*

Competition Support Sessions  
Team Handover Begins

## MARCH 2024\*

National Virtual Competition  
Early Stage Competition Launch

## APRIL 2024\*

Enactus UK National Expo  
New Committee handover  
EUK Themed Hackathon(s)

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## MAY 2024\*

New Committee handover

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## JUNE 2024\*

Leadership Summit Launch 2024

\*PLUS RECURRING MONTHLY ACTIVITY, SUCH AS THE ENACTUS UK MONTHLY COACHING + UA CALL