

COACHING INFORMATION

DEFINITION OF COACHING

A confidential one-to-one relationship in which an individual uses the skills of a coach to work through issues in a structured way to find an outcome or solution. It is a protected, non-judgmental relationship, which facilitates a wide range of learning, experimentation and development. It is built on mutual regard, trust and respect.

WHO DO WE COACH

Everyone can benefit from coaching. It is an intense and different human resource intervention that focusses purely on the needs of the individual being coached. We have experience of coaching all layers of staff in organisations including front line customer facing employees through to team leaders, managers, senior leaders and board members.

COACHING MODELS

We use a range of coaching models depending on the suitability and needs of the coachee. These include the following;

- GROW model
- Positive psychology model
- Intentional change model
- Critical reflective approach
- Emotional intelligence
- Ontological coaching

CHARACTERISTICS OF COACHING

- Confidential one to one relationship
- Based on the goals of the person being coached
- Use of structured coaching models and critical reflection
- Empowers people to accomplish results on their own initiative
- Aligns individual goals with those of the organisation
- Emphasis's development and future possibilities
- Encourages creative thinking and challenges the status quo
- The coach listens, questions, supports and collaborates

BENEFITS OF COACHING

There can be tangible benefits for both the individual and their organisation. The individual can learn to better solve their own problems, improve their managerial or leadership skills, improve relationships with others, learn how to reflect and develop themselves, become more confident, a better performer, have greater insight into themselves and gain new perspectives, acquire new skills and abilities, develop

adaptability, improve work-life balance and reduce stress. As a result of effective coaching, the organisation could see increased productivity and improvement, as well as a more engaged employee – reflecting an organisation committed to developing its employees and making the best of their skills. It could see newly promoted/appointed employees better able, more quickly, to embrace their role and new responsibilities. Coaching can also help the employee deal with personal issues which could be impacting on performance at work. Coaching can be very helpful at a time of organisational change, helping to move forward a change agenda across an organisation. Coaching is also seen as a very effective support to other training and development initiatives, helping individuals reflect on and reinforce their learning.

HOW COACHING IS DELIVERED

Usually, six one hour sessions across a three or four month period organised at a time to suit the person being coached. More sessions can be arranged according to the needs of the individual if required. Email, online and telephone support is always included.

COACHING SKILLS

We deliver a range of programmes to develop the coaching skills of staff in organisations. These include the following;

- Introduction to coaching skills
- Coaching skills for managers and team leaders
- Advanced coaching and mentoring
- Using coaching approaches in leadership
- Introducing and integrating a coaching culture

