

**WELCOME**

**OUR SERVICES**

*One2One*  
*Professionals*

# Our Coaching Focus

## The Organisation and its People

Leaders & Managers



L & D Objectives

**Deliver:**  
Professional  
Change & Growth



**To: Improve  
Performance**

Individuals

Groups



Teams



# Executive Development Services

- Leadership Development
- Management Development
- Aspiring Managers
- Mentoring: Coaching Skills
- Mentoring: Career Success
- Marketing Yourself
- Family & Small Business Coaching
- Communication Skills Training
- Feedback Skills Training
- Group Facilitation

# Key Performance Areas

**Delivering to Customers**

**Managing change**

**Communication & influencing**

**Working with others**

**Personal  
&  
Business  
Success**

**Analysis & problem solving**

**Strategic thinking**

**Planning & managing resources & people**

**Initiating & handling change**



# We Support...

Senior Management Leaders and Managers with...

- Leadership & Management Skills Enhancement
- Mentoring: Coaching skills
- Effective Team Roles & Team Working
- Team Building Facilitation
- Mentoring Career Management: Role Redeployment, Industry Transitions & Outplacement mentoring
- Soft Skills & Business Skills Development Workshops
- Conflict Resolution
- Developing & Retaining Talent
- Change & Transformation: Project team facilitation
- Work & Life Balance
- Goal Setting: Performance Appraisal (PDP)
- Motivation: Personal and Professional
- Stress Management & Well Being

# Leadership Development

- **Management and Leadership skills:** working to strength, self and team motivation, inspiring excellence.
- **People management skills:** a style & approach demonstrating respect, integrity & value of people.
- **Managing Conflict:** personally, with people, situations
- **Effective Communication:** verbal & Non verbal acuity. Influencing, persuading and assertiveness.
- **Managing Change & Diversity:** professional, personal, organisational & cultural.
- **Strategic** planning, thinking and creative ideas & vision (Micro & Macro level). Succession & talent plans.

# Management Development Areas

- Professional standards of excellence & etiquette
- Communication effectiveness: Verbal, written & behaviour
- Listening, questioning and developing rapport
- Managing Expectations: Self & Others at all levels
- Rapport, building networks and sustaining them
- Decision making, prioritisation & delegating
- Influencing, persuading & assertiveness
- Presentation skills & Report Writing
- Time management & Organisational
- Managing uncertainty and change
- Staff engagement & team building
- Confidence & composure
- Handling difficult people, situations and conversations

# Talent Development

## Organisational Outcomes:

- Prepare new and aspiring managers with self-awareness, basic management skills, language and tools.
- Invest and build management capacity to feed pipeline for future managers/leaders
- Support personal & professional development for high performers through coaching and mentoring



# Mentoring: Coaching Skills

To nurture people to be independent problem solvers, clear communicators, motivated, goal centric and action orientated to deliver empowered results.

- Learning the process and skills to be an effective coach.
- Understanding and demonstrating the value of people with respect, confidentiality and integrity.
- Applying tools and techniques effectively
- Giving and receiving constructive feedback to self reflect, learn and grow from experience

# Mentoring: Youth Success

Planning further education or preparing to get that first job start?

Self aware, confident and clear about which path to take?

Making a first positive impression with a strong CV or writing an impressive university personal statement leads to opportunities and interviews to showcase your ambition, personality, skills and abilities successfully.

Mentors give **1) Advice 2) Feedback & 3) Guidance**

A mentor understands you, your challenges & works closely to....keep you motivated, enthusiastic and focused on your goals.

# Mentoring: Career Success

Significant changes in the workplace means:

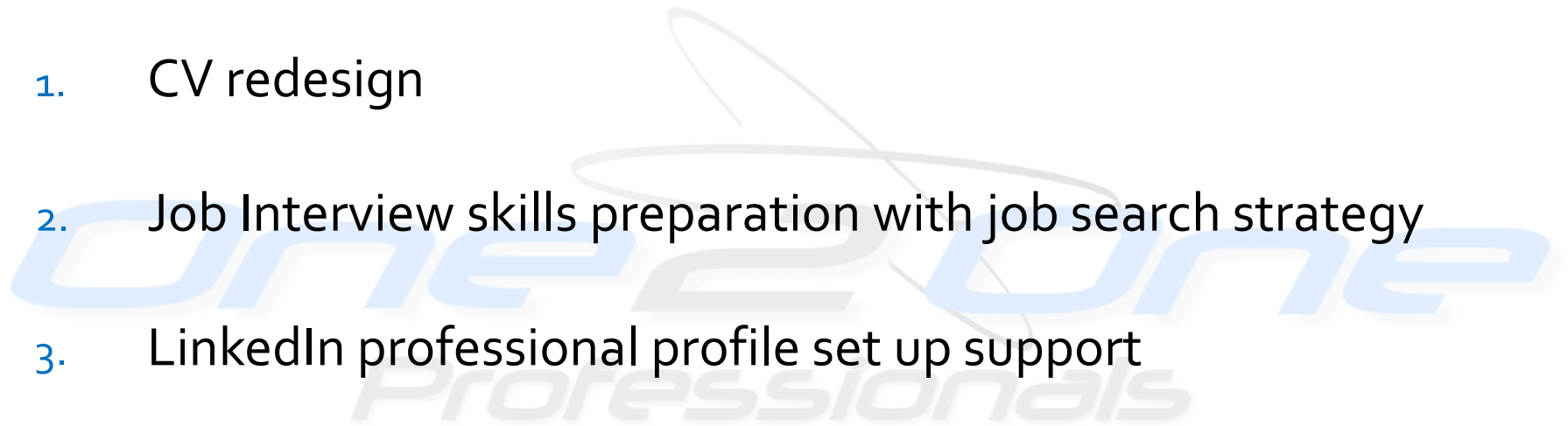
1. no longer jobs for life
2. competition for good jobs is high
3. changes at work are constant

Professionals are now realising that the most effective way of building a successful and rewarding career is to learn powerful and practical ways to take control and manage their own career trajectory.

# Marketing Yourself

Learn how to market yourself with great results

1. CV redesign
2. Job Interview skills preparation with job search strategy
3. LinkedIn professional profile set up support



# Family & Small Business Coaching

Common Issues facing a small team of leaders:

- Reaching a consensus on business decisions and agreeing strategy can be a difficult if the vision, mission and business goals are not defined and agreed.
- The varied personalities, their roles, responsibilities and ability to influence and steer the business pose both opportunities and challenges.
- Its not easy to always communicate effectively, engage regularly, manage emotions, be committed and flexible.
- The hierarchy of power often resists change and does not plan for its succession. This creates conflict and chaos for the business, its stakeholders and clients.

# Mentor Skills Training

## Group session focuses on

- Role of the mentor & mentee, and what's expected
- Explore the various mentoring approaches
- Understand both your communication styles
- Explore different stages of mentee development needs

## One to one tailored session with mentor on...

- How to create the initial rapport with the mentee
- Defining the working relationship that suits you
- Identifying your core management strengths

# Communication Skills Training

Effective interpersonal skills means being aware of yourself and your communication to recipients. The response to the communication determines its effectiveness.

1. **Written:** emails, presentations and reports
2. **Verbal:** presenting, giving feedback, facilitation, chairing meetings, networking etc
3. **Non Verbal:** body language confidence & clarity

# Feedback Skills Training

Feedback is about sharing your observations of an activity

The purpose of feedback...

- Helps us become more aware of what we do
- We can start learning about how we do it.
- It helps us identify 'blind spots'

Receiving feedback...

- Gives us an opportunity to change & modify our behaviour.
- Increasing our ability to interact in a more appropriate way.

It is to **encourage** and **increase effectiveness**.



# Group Facilitation

Working together as a group on a project is common business practice

- Working together from different job roles, teams and departments raises **challenges** all related to **people**.
- Support and direct the group members to **collaborate** and **communicate** effectively to **achieve** great results together.