

# COACHING OVERVIEW

A strong academic background in behavioural sciences has helped our coaching team establish a proven track record negotiating some of the more complex individual and organisational workplace issues.

## OVERVIEW

Coaching is all about strengthening the fundamental skills that an effective employee relies upon to achieve results – communication, relationships, conflict resolution, performance management, and self-management.

It is generally offered as a professional development initiative, aimed to address specific issues as part of a positive developmental process.

Coaching addresses specific performance objectives or behavioural patterns and is used to create a shift in conduct and performance.

## OUR APPROACH

When it comes to coaching, the importance of flexibility over a prescribed methodology cannot be over-emphasised. Each coaching relationship is structured across a range from the purist, question-based approaches, to a blend of coaching and mentoring techniques.

Our coaches generally utilise the simple and effective RGOW model, an adaptation of Graham Alexander's and John Whitmore's GROW model. This begins with a "Reality" check, followed by "Goal" setting, moving on to identification of "Options", and concluding with a "Wrap-up" and commitment to action.

## BENEFITS

The coaching program yields tangible benefits for both the individual and referring organisation, including:

- On-the-job development of skills.
- Delivery of identified goals that have immediate organisational impact.
- Preventing the escalation of small issues into unnecessarily big problems.
- Manages the risk to operations or people presented by identified behavioural or performance concerns.

## FEATURES

We deliver coaching programs that are distinguished by:

- An emphasis on developing the insights and discipline necessary to change ingrained habits of thought and action.
- Balance the needs of the individual and outcomes required by the organisation.
- Confidentiality is only limited by need to brief organisational stakeholders, and adjust ongoing direction or involvement as required.
- Awareness and sensitivity of all parties to the coaching intervention of the potential ramifications of the process and consequences of not seeing positive changes take place.