

Our Leadership Coaching Services

Coaching is an empowering strategy for performance and leadership development providing a process that enables leaders to learn, grow and change. Conducted through one on one interaction (other than team coaching) and driven by data from multiple sources, it is an experiential and individualised leadership development process that builds a leader's capability to achieve organisational goals.

To achieve maximum impact, it is critical that:

- the relationship is based on mutual trust and respect;
- the organization, the leader and the coach work in partnership (the Triad Approach) (*Figure (i)a*);
- the development of the individual is aligned with the strategic needs of the organization.

Community of Practice

Career People Australia operates a community of practice with all our professional coaches. This community ensures a consistent approach to coaching outcomes, adherence to agreed processes and outcomes identified in the triad process, and brings combined wisdom to every coaching assignment undertaken. Within the bounds of confidentiality, each coaching assignment is peer reviewed and supervised on a regular basis. Common challenges and approaches are uncovered and the ongoing benefit of continuous improvement is embedded in our best practice model.

Supervisory Framework

For each coaching assignment, a supervisory coach is allocated to create an added layer of accountability around the expected outcomes. The supervisory coach at Career People Australia, informed by updates from the allocated coach and attendance at regular community of practice meetings, will check in with the client's coaching "Program Manager" to ensure maximum benefit for both the individual and the organisation.

What are the benefits of coaching?

- Increases employee engagement and, in turn, productivity
- Enhances leader's loyalty to and retention with the organisation;
- Cascading effect – creates positive change beyond the person receiving the coaching as they make changes to how they interact, communicate and lead others.

Coaching is a particularly effective intervention during challenging periods of organisational change.

Coach Selection

In a one to one relationship, it is extremely important that there is the right match between the coach and the individual. Different individuals will require different coaching techniques and approaches and what works for one may not work for another; matching the coach to the individual to ensure rapport, collaboration and commitment is therefore critical to the success of the coaching intervention.

At Career People Australia we always ensure we have a good understanding of the needs and expected outcomes of each individual before recommending appropriate coaches from our network for consideration by the client.

Our Coaching Delivery Process – The Triad Approach

Once the coach has been identified, the following process is followed (*Figure (i)b*):

Initial Triad Meeting

It is critical to understand and agree on the objectives and outcomes of the specific coaching program upfront between all three parties (coachee, coach and the business – usually the coachee’s direct manager), together with the logistical arrangements – frequency, duration, progress reporting, etc.

This ensures the coachee’s needs and the business needs are congruent and aligned with a clear understanding of what success will look like.

Information Gathering

Once outcomes are understood and agreed it is important to understand our starting point. Appropriate formal and informal assessment(s) is undertaken to establish existing leadership characteristics/behaviours and may include:

- Psychometric Assessments
- 360 Feedback
- Stakeholder interviews conducted by the assigned coach
- Personal feedback tools used by the coachee with his/her network and colleagues

Coaching Dialogue

With the benefit of clear outcomes and a detailed understanding of current state, coaching conversations

commence focusing on agreed components of development opportunities aligning to existing gaps.

Review, Evaluate and Feedback

Whilst the specifics of that which occurs in the coaching meetings is confidential, agreed aspects will be shared with the business at various points during the duration of the coaching program to ensure the program is on track and progressing satisfactorily towards the intended outcomes. Additionally at this stage, our supervisory coach will provide an overarching perspective on progress and ongoing alignment with organisational goals.

Ongoing Coaching Dialogue

Any agreed adjustments from the review will be incorporated into the ongoing coaching dialogue to continue ensuring maximum benefit from the program for both the individual and the organisation.

Conclusion and Follow Up – “Sustained Impact Assessment”

Prior to the coaching relationship formally concluding, the individual and coach will identify a longer-term development plan that is shared with the business. Career People Australia provides a follow up assessment 6 – 12 months after the formal coaching process concludes. This can include a repeat diagnostic to measure sustained behavioural change impact.

Figure (i)a: Our Coaching Framework: The Triad Approach

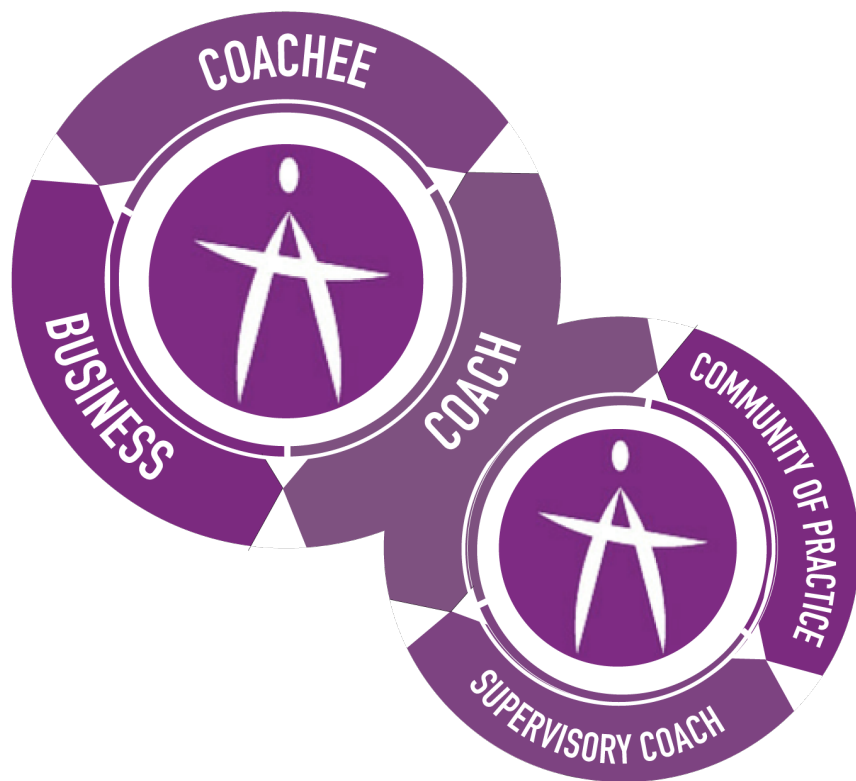
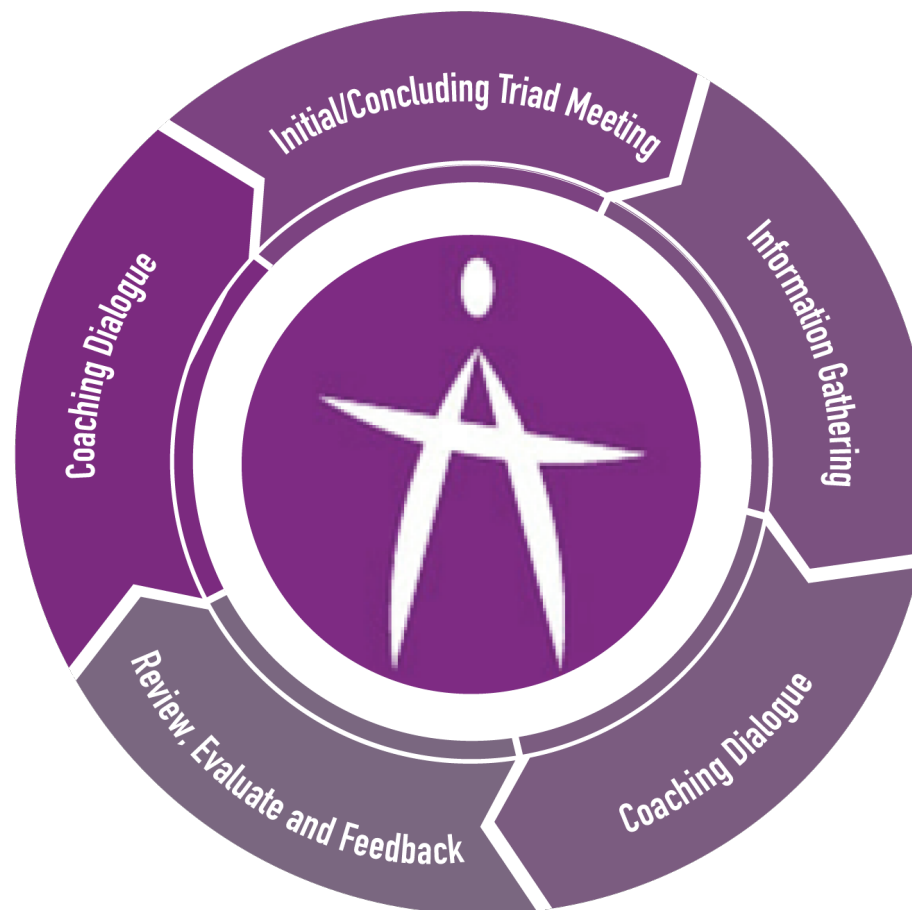


Figure (i)b: Our Coaching Delivery Process



Our Leadership Coaching Services

Service	Details
One Hour 1:1 Support Session	Individual support provided as needed
12 Month Support Program	Structured 12 - month support program. Unlimited access to support with a dedicated coach Formal assessment tool
6 Month Support Program	Structured 6 - month support program. Unlimited access to support with a dedicated coach Formal assessment tool
3 Month Support Program	Structured 3 - month support program. Unlimited access to support with a dedicated coach

Each structured program will include a formal triad meeting before and after the coaching process to ensure the objectives of the coaching intervention are achieved congruent with the business and coachee's needs.