

- WHO WE ARE ▶
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How Can We Help You?

- ▶ How can we help you?
- ▶ What we have done for others
- ▶ Critical success factors

Based on our direct involvement of introducing coaching into more than twenty companies, we have developed a set of tailored coaching services to meet a variety of needs (Please click to highlight):

- Strategic Business Coaching
- Executive Coaching
- Development Coaching
- Feedback Coaching
- Team Coaching
- Coaching Training



Strategic Business Coaching

The Situation	<ul style="list-style-type: none"> ● The executive is required to lead the organization through great change ● The adoption of a new business strategy, or the appointment of a new CEO ● The onset of a major change process, M&A or restructuring exercise
The Role of the Coach	<ul style="list-style-type: none"> ● The coach acts as a "sounding board", helping the leader to anticipate, understand and respond to major changes that affect the business ● The focus is on helping the leader think through and take action on real business issues, as well as on the development of their own leadership skills or competencies ● To complement other professional service support, such as strategy and process consulting, by enabling the leader to interpret, digest and integrate a number of initiatives, and move towards action ● Encourage and support the leader to think - providing the time and space for personal reflection
Business Benefits	<ul style="list-style-type: none"> ● Greater capacity for new ideas and fresh thinking ● Improved decision-making and execution ● Leaders feeling more in control over events
What to Expect	<ul style="list-style-type: none"> ● 12 hours of face-to-face meetings, over a period of 6-12 months ● Ongoing phone and email support ● Written coaching exercises and reading relating to defining stakeholder needs, organizational networks, change scenarios, execution strategy, etc.
Getting Started	<ul style="list-style-type: none"> ● Strategic business coaching will normally be sponsored at the Board level, or via the corporate headquarters of an international company
Key Measures	<ul style="list-style-type: none"> ● Largely subjective perception of the leader based on the quality of the overall relationship with the coach



Executive Coaching

The Definition	<ul style="list-style-type: none"> ● To enable the leader to achieve success, however the individual defines this, by developing a realistic understanding of where they are
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and by creating momentum towards where they would like to be

The Situation	<ul style="list-style-type: none">● The leader needs to deliver significantly greater business results● The leader needs to enhance aspects of their leadership style or capability● The leader needs to close the gaps identified through a feedback process (such as 360 assessment, performance review, assessment center results and other employee research)● The executive is newly promoted to the leadership role● The leader is confronting issues of work/life balance, or is reflecting on their underlying values and motivation
Business Benefits	<ul style="list-style-type: none">● More effective, motivated and personally satisfied leaders focusing on results.● More chance of success and focus for newly promoted leaders● Investment in people is protected by supporting and ensuring the leader's success
What to Expect	<ul style="list-style-type: none">● 3-5 hours of face-to-face meetings over an initial period of 3 -6 months● Frequent telephone and email contact● Scoping and goal definition with the key sponsor● Use of a Coaching work book and a program of reading● Possible use of a verbal 360, psychometrics or other forms of research
Getting Started	<ul style="list-style-type: none">● The need for executive coaching may be highlighted via the performance management system, a 360 report, succession planning activity or the appointment/promotion of a new leader● The line manager, or coaching sponsor, needs to ensure the full commitment of the executive to the coaching process● This is usually done by stressing the positive development aspects of coaching, and highlighting the investment that is being made in the individual and their success● The executive, or coachee, needs to be provided with a choice or appropriately experienced coaches - An area in which CCP has unrivalled capabilities● After an informal meeting with their preferred choice, the coaching can begin● CCP can provide communications support during this process, by providing for example, guidelines to coachees on how to select a coach
Key Measures	<ul style="list-style-type: none">● Measurable changes to leadership effectiveness and/or observable differences in behavior



Developmental Coaching

The Situation	<ul style="list-style-type: none">● The development of the executive needs to be accelerated as part of a career and succession planning● A company has a formal assessment process of identifying high potential leaders and preparing them for the next level● Company wants to ensure that their high potential leaders are prepared for increased responsibility and accountability
Business Benefits	<ul style="list-style-type: none">● To maximize the investment that a company is making in development activities and succession planning● To integrate actual experience with learning and development● To insure the common understanding of success and alignment between the individual and the organization
What to Expect	<ul style="list-style-type: none">● A Coaching plan based on assessment and organization material and aligned with the organization goals● Provision of a Coaching Workbook for overall structure, self-learning and reflection, and resources

- A learning project
- Coaching - 2 hours a month with on-line communication
- A modular approach focusing on common leadership themes such as Communication Effectiveness and Managing Upwards

Getting Started

Each development coaching assignment will be tailored to the organization and its level of succession planning

Overall consultation will be needed to gain an understanding of

- Organization Vision Mission & Values and the objectives of this process
- Succession planning process
- Assessment process)
- Development priorities - can modify the program modules to reflect this

NB The modules above should reflect the vocabulary and terminology used in the organization

Key Measures

Typically, the readiness of the coachee to take on a larger role assigned to him under a succession plan



Feedback Coaching

The Situation

- Your organization needs to integrate the information from a 360 or a performance evaluation and write a realistic development plan

Business Benefits

- Building and enhancing the effectiveness of the existing assessment and feedback systems
- Enhancing the individual accountability and commitment for development within the organization

What to Expect

- Hours needed range from 4 to 8 in total depending on the level of follow-up needed and the degree of change required
- One session on understanding and assimilating the feedback An outcome will be points for inclusion in an action plan (2 hours)
- Second session on the action plan, commitment and steps for measuring success (2 hours)
- Other sessions provide follow up support to the leader as they implement the action steps

Getting Started

- Each feedback coaching assignment is tailored to the organization and its systems and to contract with the relevant business and functional owners of the process for outcomes and measurements
- The first step is for the coaches to familiarize themselves with the feedback instrument
- Communicate to the participants the scope and expectations of the feedback coaching
- The executive selects a coach
- The coaching begins with the first session focusing on the feedback reports

Key Measures

- Qualitative assessment of the coachee's development plan, and his/her readiness to commit to it
- Measurements set out in the action plan and subsequent 360 feedback.



Team Coaching

The Situation	<ul style="list-style-type: none"> ● Assisting a new team as it begins the process of working as an effective unit. ● Enhancing team effectiveness and performance.
Business Benefits	<ul style="list-style-type: none"> ● A team that is accountable and meets targets ● A team that understands and values the diversity and difference in team member styles. ● A team where each individual member has an understanding of what he/she must do to contribute to the team's overall effectiveness ● A team that stays focused and is not derailed by internal conflicts, external interference or poorly defined goals
What to Expect	<ul style="list-style-type: none"> ● The team coach will meet with the team leader and will observe the team in action. ● The team coach may meet with individuals of the team as it relates to team performance ● Depending upon the needs, exercises and tools are available such as Myers Briggs Team Inventory, stakeholder analysis, culture clarification etc in order to facilitate the process of building team awareness and contracting
Getting Started	<ul style="list-style-type: none"> ● The team leader and the team coach will define the scope of the team coaching or team building as well as the critical success factors
Key Measures	<ul style="list-style-type: none"> ● Conformance to the behaviors and standards as set out in the Team Contract ● Team performance as defined by team deliverables



Coaching Training for Managers/Leaders

The Situation	<ul style="list-style-type: none"> ● Managers need to enhance the culture and climate of their organizations in order to build a more motivated, knowledgeable and empowered work force ● Managers need to broaden their definition of leadership ● Managers need to create a learning environment ● Managers need to build commitment and alignment with the strategy and goals of the company ● Managers need to improve focus and productivity ● Managers need a more empowered work group by working through people to get results
Business Benefits	<ul style="list-style-type: none"> ● Higher performance ● Commitment to results ● Increased organizational learning ● Higher levels of staff competence ● Improved team working ● Talent Development ● Greater "ownership" mindset ● Entrepreneurial/intrapreneurial thinking
What to Expect	<ul style="list-style-type: none"> ● Preparation and awareness building amongst participants via a competency based assessment tool, and by pre-reading ● A two day training program that develops hands-on coaching skills , with lots of real-life practice ● Follow-up coaching with participants on a one to one basis to help the application of their skills
Getting Started	<ul style="list-style-type: none"> ● Definition of the role of the Coaching Leader ● Identify target group of leaders, who are in most need of developing their coaching skills
Key Measures	<ul style="list-style-type: none"> ● Increase in the amount of time leaders spend effectively coaching their people, as opposed to just assigning and reviewing tasks