



COACHING PROGRAMS

EXECUTIVE COACHING FOR SENIOR MANAGEMENT

This process involves one-on-one coaching sessions on communication, company culture, and delegation of responsibility, performance recognition, empowerment, diversity, interpersonal skills, and other key issues to enhance personal effectiveness and to build organizations.

We use self-assessment and formal assessments to maximize impact of innate or developed talents and skills, and to focus on personal growth opportunities that can move individual performance and organizational success to higher levels.

INDIVIDUAL COACHING FOR MIDDLE MANAGEMENT AND PROFESSIONALS

The focus is a customized plan, which emphasizes coaching on management style, performance enhancement, managing change, interpersonal skills, building working relationships, and other factors to improve the employee's effectiveness and to stimulate an environment of teamwork and productivity in the organization.

We use self-assessment, formal assessment, and personal development plans to identify strengths and areas for improvement in your employees, and to design their personal growth and professional development plans.

COACHING FOR STAFF EMPLOYEES

Our approach is to provide one-on-one coaching for your high-potential technical and/or administrative employees to promote professional development, enhance working relationships, improve performance, manage change, and deal with compliance issues.

We use self-assessment tools and personal development plans to provide recognition and understanding of specific issues, and of actions required to improve the employee's personal effective and career advancement opportunities.





THE COACHING PROCESS

We use a customized approach to address the employee's individual issues, needs, and circumstances to create an environment that encourages empowerment, self-realization, and the highest level of achievement. This in turn results in a more dedicated employee that directly contributes to the success and profitability of your organization.

We provide effective personal coaching intensely focused on your employee's issues and requirements. We help the employee critique overall personal performance, assess ability, acknowledge accomplishments, recognize specific areas for improvement, commit to action plans, and move forward to attain personal and professional improvement goals. Our coaching process is tailored for each employee, but it has four distinct phases.

PHASE I. DEFINITION AND CONTRACTING

We establish clear communication with your human resource representative, manager, and employee to ensure a common understanding of the coaching process and of the desired results. Together we identify issues, commit to the process, make sure everyone understands the confidentiality constraints, and establish time frames and individual time commitments.

PHASE II. UNDERSTANDING SELF

In this phase we examine your work experience, performance levels, interests, and personal goals. We use various methods and assessment tools to identify, clarify, and affirm factors such as innate talents, acquired skills, known interests, basic values, interpersonal effectiveness, work style, and management philosophy. These factors all impact personal productivity and teamwork, which ultimately impacts your bottom line. We provide a personal DISC assessment to assist the employee in understanding, from other viewpoints, his or her issues relating to working relationships, conflict, communication, work quality, and other key performance factors.

PHASE III. UNDERSTANDING OTHERS

Together with your employee, we will examine current workplace problems providing real-time situations to analyze and resolve. We will discuss in detail overall work performance issues to ensure your employee understands the problems and takes personal responsibility to improve. We will develop specific plans with the employee to address current and long-term workplace situations and personal development needs. We will monitor progress through regular coaching sessions and telephone calls with the employee and through feedback processes established with the manager and human resource representative. We identify developmental behaviors that are key to communications and active listening.



PHASE IV. UNDERSTANDING TEAMS

Once we identify the personal and interpersonal skills needed to engage others, we focus on how to be part of a dynamic team. Whether in a Leadership role or professional contributor, we will discuss Trust, Conflict, and Team roles. Through this fourth session, the employee appreciates that people are unique and bring synergy to the team. An appreciation of the Platinum Rule (treating others as they prefer to be treated) and the power of team problem solving will be discussed. If in a leadership role, we will discuss how to lead people through change. As an individual contributor, we will discuss the dynamics of change.

PHASE V. EVALUATION AND CLOSURE

Throughout the process we will work with the manager to monitor changes in the employee's behavior and performance. At the completion of the contracted coaching period, we will meet with the manager and/or human resource representative to evaluate the employee's progress in relation to the goals established in the contracting period. We will then determine a course of action regarding follow-up and closure.