



## **Coaching**

One of the most demonstrated returns on investments for corporations today is coaching. Whether it is performance coaching on a professional, managerial, or executive level, or developmental coaching of high potentials for future position success in the company, coaching will increase the individual's competence and commitment, as well as leverage company outcomes.

We help individuals who have high potential reach the next level in your organization by preparing them for the challenges of day-to-day operations, as well as future organizational growth and development. Individuals who receive coaching assistance develop skills in relationship building and conflict resolution, as well as learn how to encourage workforce contributions that can result in competitive advantage.

Coaching captures a unique relationship that creates an environment of respect, challenge and accountability. A coaching relationship motivates all involved to perform at the highest level of competency, thus helping to achieve impactful and profitable results.

### **Benefits**

Benefits of Coaching include:

- Increased confidence in approaches to conducting work responsibilities
- Improved communication and interaction skills
- Increased individual effectiveness in current or future position roles
- Optimized individual/team interactions
- Increased efficiency and accountability to job and project requirements
- Proactive vs. reactive responses to issues
- Improved preparation to meet and exceed customer needs

### **Process**

Our Coaching process will:

#### **Establish leadership or coaching goals and coaching framework**

- Conference call with executive team member and/or supervisor for background and intention of coaching (individual and organizational goals)
- Meeting with individual being coached to explore needs, identify process and determine initial intentions

**Assess current preferred style and professional goals/insights through use of assessment tools and interview exploration**



**Analyze, debrief and provide feedback and coaching based on the results of the above assessments**

- Assessment tools analysis with coaching given to the importance of flexing style to better promote alignment and effective interaction between leaders, managers and supervisors, employees, etc.
- Discussion of strengths and developmental areas for leadership or job characteristics
- Exploration for the importance of building team cohesiveness and individual relationship/interaction skills

**Conduct 360° interviews for feedback regarding leadership or professional capabilities**

- Interviews completed by self, boss, peer, professional or direct report as appropriate
- Analysis of 360° degree interview data, assessments and recommendation for future steps
- Final feedback session with individual to provide results of assessment process
- Integration of developmental goals into the final developmental plan
- Developmental plan finalized

**Provide developmental coaching**

- Review of assessment results, executive input, and finalization of coaching goals, prioritization, and measures of success
- One-on-one coaching in key competency areas noted for development
- Ongoing completion of action plans
- Accountability to outcomes, behavioral changes, or developmental opportunities
- Mentoring by boss and others as appropriate

**Conduct progress checks**

- Behavioral changes, developmental opportunities, or growth noted by boss as well as coach
- Conference with individual and boss to overview progress and future goals
- Action plan updates conducted in follow-up coaching sessions with briefing for boss as appropriate
- Continuous support provided as needed by coach

**Format**

Coaching can be conducted one-on-one or in a small group format. Coaching can be approached as a means for performance support, as a proactive succession-planning tool, as a way of leveraging high potential talent, and as a means of getting your workforce prepared for your organizational future. It can also be an important step in removing personal barriers to future career success.



## **Situations**

Situations in which Coaching can be beneficial include:

- Training follow-up
- Peer interactions
- Leading change
- Lean or process improvement initiatives
- Assuming new roles or future leadership responsibilities
- Executives who want to improve leadership and strategic management skills
- Individuals in new positions who want to increase their influence and collaboration skills
- People who need assistance in meeting expectations or performance goals