

## How our coaching works

We support clients at the edge of their learning; working with you to extend your understanding and approach to communications and leadership – and then helping you to put it into practice.

One of the ways we achieve this is through tailoring two distinct strands of coaching to match your needs:

### Psychologically-based coaching:

- To facilitate self-awareness as the foundation for change
- To build self-belief, confidence and interpersonal competencies

### Skills-based coaching:

- To help people handle situations more effectively
- To impart specific knowledge and skills in communications

## The coaching sessions

Coaching can be a face-to-face activity or it can take place by telephone. We generally do both for client convenience. The sessions themselves will normally be a blend of observation, listening, questioning and reflection to help create real clarity.

The coaching process is also a flexible one. It usually includes:

- An introductory face-to-face session at which your issues and needs are identified and some working parameters are set.
- Additional sessions at agreed times and duration.
- Telephone feedback and email support between sessions
- Review - an evaluation of success against your goals

Clients typically have between three and eight sessions depending on the nature of what they want to achieve.

## We also offer blended coaching and skills development packages in:

- Personal effectiveness
- Communication skills in persuasion and negotiation contexts
- Presentation skills
- Leadership capabilities
- Transition coaching for a new role or direction

These usually run for four to six months allowing for real time implementation and feedback on new skills and approaches.