

Leaders Coach Programme



Leaders Coach

We are passionate about coaching and see it as *the* fundamental leadership tool. Implementing coaching has proven positive impacts on transfer of learning from training, increases in productivity, reduction of stress and burnout, increases in development culture and focus on goals and engagement.

We see coaching as being delivered by leaders through a:

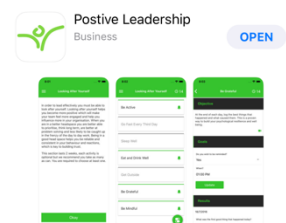
- time-tabled event monthly where progress against individual objectives and development plans can be reviewed and people coached to raise their performance - either to extend themselves beyond their expected level of performance or through putting remedial actions in place to assist them in achieving their goals.
- practice of managers responding to problems they witness, or as they are raised by their staff, on a day to day basis which assists the staff member solve the problem and build their skills (and ensures the manager doesn't take on the problem themselves) – the 'coachable moments'.



We also use key elements of Positive Leadership in our approach – focusing leaders on coaching all staff (not just the problem ones) on all their objectives (not just the ones where they are not achieving) to increase buy in to the coaching actions, maximize the positive impact on performance, and provide a mechanism for ongoing recognition of staff's good performance

This two day module covers how to coach with Positive Leadership tools:

- Why Coach, when – when staff come to you with a problem and in regular programmed sessions. What to coach on – what's going well as well as what is not going well, business objectives, development plans and long term career goals.
- **LEADERS** core skills of coaching – (Listen actively, Establish trust, Ask open questions, Dream of what could be, Empathise, manage the Ratio of positive to negative communications, and focus on Strengths)
- Using **COACH** to structure the conversation – (Clarify the situation, expectations or goals, identify Options, Agree on the way forward, Create SMART objectives, identify Help needed and remove roadblocks)
- Feedback in coaching - making the most of recognition and delivering difficult feedback
- Action planning on how are they going to implement coaching?



Coaching cue cards and an app help with the implementation of skills learned. We also follow up with each participant after one month to support them further in the implementation of coaching. Providing a coaching framework pulled from your performance management system can make it easier to coach as well as providing motivation through 360° Reviews or coaching surveys to monitor progress on the implementation of coaching skills.

"... has provided us with a research based and proven coaching framework and methodology which fills the identified gap for us - after a year we are really starting to see positive results where managers and staff are having conversations which help define expectations and help staff realise their strengths and how they can achieve even better than they first thought. ... has always been available with constructive and practical solutions for us."

Tracey Paterson, GM Organisational Development

Ravensdown Ltd

"... Positive Leadership and Coaching programme has made a significant difference to the Christchurch Engine Centre. The content has impacted the culture of our company, but more than that, they have always tailored the approach to meet our needs and gone the extra mile to reinforce the principles. Their professionalism has won huge respect within the company, while the friendly, personable approach has really connected with our staff. The programme has not only changed careers, but given staff skills for life."

Lois Cameron, HR Executive

Christchurch Engine Centre

"I wanted to let you know about the amazing amount of positive feedback we have had as a leadership team to the Leaders Coach programme you facilitated last week. We have had teams that attended together really taking some of the learnings on board and individual staff commenting on how it was one of the best leadership courses they have attended. Again, much appreciated by all who attended."

Thanks

Kate McCrea, Nurse Director – Medical Directorate

Hawke's Bay District Health Board

Who we are

John Eatwell (M.A., Chartered Organisational Psychologist, Member of the Institute of Directors and Fellow of the NZ Psychological Society).

John has worked with a number of organisations to define successful leadership and measure Team Leaders through to Executives against these in *Development Centres*, feeding the results and compiling development plans. He has created *Leadership development programmes*, taking individuals from first appointment through the first five years of their leadership journey including induction, transition to management, core leadership and management skills and development of the depth of their knowledge through further study. John runs *Positive Leadership* and *Leaders Coach* courses and supports the implementation of leadership on the job through coaching.



Andrea Gardner (Post Grad Dip, Chartered Organisational Psychologist, Member of the NZ Psychological Society).

Andrea is a seasoned organisational psychologist and human resources practitioner with experience in the public and private sectors. Andrea has particular interest and expertise in the areas of leadership development, culture and engagement, psychometric assessment, staff selection, and HR policy and process. An accomplished facilitator and trainer, Andrea has worked with diverse groups of people in NZ and in far-flung international locations. She adapts her style to suit each industry but has a particular affinity for local and central government, manufacturing and professional services. Andrea is engaging, creative and down to earth. She prides herself on her ability to design and deliver workable, effective and original solutions to organisational challenges.

Tara Longley (Post Grad Dip, Chartered Organisational Psychologist; Member of the NZ Psychological Society).

Tara is a seasoned Organisational Psychologist and Human Resources Practitioner with experience in the public and private sectors. With more than 15 years' experience Tara has particular interest and expertise in the areas of assessment & development, selection & graduate recruitment, culture & engagement, and change management. Tara has extensive knowledge of psychometric testing and assessment centres for the purposes of selection and development. Tara has worked as a HR Project Manager and People Capability Manager for Airways New Zealand, a Principal HR and Recruitment Consultant for Hudson Human Resource Capital and also as the HR Manager for DHL in the Middle East.





simply better

The work we do has its roots in positive psychology. The tools and techniques that have been developed from this research are simple to come to grips with and resonate strongly with managers and staff.

Despite being simple, they are well-researched and have substantial empirical backing showing impact on engagement, innovation, collaboration, happiness, resilience and individual wellbeing.

Put simply, our focus is on making things better. Whether it be with individuals or with organisations. Our approach to working with individuals and organisations has demonstrable and positive impacts on the way things work - making people more effective in their leadership, and organisations more innovative, customer focused, safer and productive. We relish the opportunity to see people and organisations develop to their full potential.

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