

Communication Coaching

Communication skills enhancement for professionals, managers and executives

Options include 1 day, 1/2 day or two hour individual sessions



"I really learned a lot about my behavioural and communication patterns and how to adapt them to become more effective at what I do."

A coachee's perspective

Master your communication challenges!

How successful and effective you are as a manager and leader often depends upon how successful and effective you are at achieving **real** communication or common understanding in your daily work or in mastering new challenges. Improved awareness of your present style will help you to make conscious and informed choices about the words you select and use, your tone of voice, the body language you display, the image you project. Individual coaching allows you maximum scope to experiment in a confidential and safe environment and to be questioned and challenged in order to assist you towards a target defined by you. Our expert coaches are ready to help you in sessions driven by your unique needs.

Coaching especially designed for:

- Managers, business professionals and people who want to be the best communicators they can be.
- Perfect for individuals in flexible sessions of 2 hours, 1/2 day or full day.
- Also suitable for small groups of up to 3 if learning objectives are matched.

Goals

To be based on initial telephone discussion (coaching questionnaire) and agreed by coach and coachee at the outset, with periodic reviews based on "Quick-Wins", agreed and completed at each session e.g. assessment of strengths, long-term goals, short term opportunities, experiences since last session. Practical work /filming during each coaching session

Try - Test - Adapt - Apply!

- Work on your own issues and challenges.
- Experiment and analyse your style by seeing yourself in action on video.
- Receive feedback & insights from your coach.
- Track your progress using the "Learning Log" and "Quick Wins".

Recommended number of sessions:

In our experience, the most effective coaching session length for one-to-one coaching is in multiples of two to four hours. An interval of several weeks between sessions is often beneficial as this enables new learning to be put to the test.

Goal setting and working methods:

- Initial assessment for each individual to be provided by stakeholders in the coaching process.
- An individually designed Coaching Questionnaire (based on the above assessment) is sent by the coach directly to the coachee before the first coaching session (e-mail) .
- Questionnaire de-brief takes place verbally by telephone (c. 20 minutes).
- The coach uses the initial assessment and the input from the coachee (Coaching Questionnaire) to construct a flexible outline coaching programme, with a suggested focus for the coaching sessions.
- The outline and working methods are discussed and agreed (with any necessary amendments) by the coach and coachee at the outset of the first and each subsequent coaching session.
- The coach provides written support, notes... either at the coaching session or by e-mail.
- The coach provides after each coaching session a review called the “Quick-Win”, a one-page summary to aid the coachee in inter-session periods e.g. assessment of strengths, long-term goals, short term opportunities, experiences since last session.
- Sessions include practical work and filming. Filmed sequences are available to the coachee.
- For the duration of the whole coaching period (multiple sessions) and for a period of 3 months after the final coaching session, the coach provides hot-line support for the coachee via e-mail and telephone.

An example of the coaching process at work:

