



# Coaching Support

## A guide for clients

*‘Coaching can be compared to motorway maintenance and construction. It fills and removes the ruts of life to build a smooth surface. Then life’s journey takes the traveller to the destinations that they really want to visit...’*

Curly Martin  
Professional coach, author, trainer

info@kay-lambertassociates.co.uk  
[www.kay-lambertassociates.co.uk](http://www.kay-lambertassociates.co.uk)  
0161 434 3228/07931 512908

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## KLA Coaching

Through our team of qualified Coaches and Mentors, we can provide you with the power to **unlock the true potential of your most business-critical people.**

Boston Consulting Group's PIMS Report details the findings from decades of research into common factors of the most successful organisations. They found that **the most successful, profitable, sustainable companies were those that had embraced a culture of Coaching.**

We have seen how Coaching has **the power to transform people and organisations**, whether used as a line management function, or provided by professional coaches external to the organisation.

Working on a One to One basis, supported by an agreed Coaching Contract, our Coaching assignments can be based around a variety of anticipated outcomes.

We can work with you and your staff to:

- Unlock the personal power within
- Address behaviours that are having a limiting effect on your capacity to grow and deliver
- Analyse and reframe attitudes that are currently working against progress
- Develop confidence and competence in a particular area of management
- Identify how to raise your game to keep relevant and competitive
- Build stronger and more fulfilling relationships at work
- Reorganise and re-prioritise in pursuit of new or existing objectives
- Clarify and plan for the achievement of new goals
- Support your Succession Planning & Talent Management programmes



We pride ourselves in providing a **personal, positive, and results focused coaching experience** for our clients.

**We also run a Coaching module as part of our Management Development Programmes**

## Why Have Coaching?

There are periods of in everyone's life when it becomes difficult to move forward and achieve what we really want to achieve. Sometimes the pressure becomes too much and we can lose touch with what really is important. At times life is confusing and decisions are hard to make.

Occasionally it is confidence we lack to go for that promotion we know we want. We may find it hard to become motivated to make the change we know we need to make.

Coaching is now very popular in businesses.

Many organisations know that coaching can improve both the performance and motivation of their people.

Coaching focuses more on people thinking for themselves and increasingly a 'coaching' management style is preferred to a 'direct' style. The evidence repeatedly shows that this style contributes heavily to productivity improvement, increased loyalty and 'discretionary effort'. The best and most successful companies, showing sustained improvement, are those who embrace coaching and make it available to their people.

Read these questions and if you answer yes to any then you'll benefit from coaching -

### Do you:

- find yourself frequently saying I must, I should, I can't...
- compare yourself to others constantly
- go round in circles with an issue?
- find it difficult to make decisions and solve problems?
- need to work on your self esteem and confidence to go for that promotion?
- lack the confidence to stand up in front of people?
- need to improve the relationships at work or at home?

**Coaching** is useful for anyone who wants to focus more clearly on **doing something differently or better.**

## How Does Coaching Work?

As the client you have the opportunity to talk and be listened to closely. Your life is at the centre of everything you talk about.

Your coach doesn't tell you what to do or give advice but believes you have the resources to achieve your goals. Your coach listens in a non-judgmental way and guides you to make an action plan.

Your role is to commit to change and be willing to spend time completing actions.

By working with a coach you can begin to focus more clearly on the change you want to make and identify an action plan to make that change.

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## What is Coaching?

- It's a confidential relationship.
- It is not counselling or therapy: counselling and therapy tend to start with the past and coaching starts at the present and looks to the future.
- You meet on a one-to-one basis with your coach. The sessions can be face to face or on the telephone.
- The sessions usually last one to two hours and coachees normally achieve what they want to achieve in 4-6 sessions although of course this differs for each individual. Some people benefit from an intensive longer session when they are very specific about what they want to achieve. Some examples include:

- improving interview skills for a particular interview
- preparing for a challenging meeting

You decide where you want to be and your coach encourages you to get there.

## Benefits of Coaching?

By working with a coach you can:

- reduce stress
- find the right balance between life/work
- improve self-discipline and motivation
- improve self esteem and increase confidence
- solve problems more creatively
- enhance relationships

### Aim

I aim to provide a high quality professional coaching service, which moves you forward in your life and satisfies your needs and interests. I intend to support you fully in achieving your goals.

We will meet on a regular basis for a series of ..... sessions with the first session on .....

Each session will be ..... hour duration with e-mail contact between sessions if necessary.

### My commitment to you

- I will work honestly with professionalism and integrity.
- I will respect your views and values at all times.
- I will have high expectations.
- I will seriously believe in your ability to succeed
- I will work with you to define an action plan to support you in achieving your goals and wishes.
- I will respond to any e-mail within 24 hours (Monday – Friday)
- I will maintain absolute confidentiality

### Your commitment to coaching

- You will attend all sessions on time and let me know if you need to change at least 24 hours in advance.
- You will agree to carry out any challenges/actions we set to an agreed timetable.
- You will approach coaching with a positive intention to make changes
- You will agree to take responsibility for your own actions and initiate this coaching contract on this basis.
- You will arrange for payment according to our payment terms.

### Our agreement

I agree to coach you to the best of my ability.

Signed \_\_\_\_\_ (Coach)

I agree to move my life forward with absolute commitment.

Signed \_\_\_\_\_ (Coachee)

Date \_\_\_\_\_



## Evaluation of Coaching Process

What have been the main benefits of your coaching sessions?

Describe any particular activities you will continue to complete after the sessions?

What changes will you make as a result of your coaching experience? (Stop doing & Start doing)

Comment on the coach's style i.e. too many questions/not enough questions, inappropriate tone/appropriate tone, too direct/not direct enough, friendly, encouraging...

What improvements do you think your coach could make?

When would you employ a coach again?

Any other comments?



## About Kay- Lambert Associates Ltd?

We are a professional organisation with many years experience of designing and delivering **bespoke training packages** for clients across all sectors.

Our programmes are designed to **meet the needs of all employees** in –

- office and plant-based operational roles
- field-based roles
- supervisory, managerial and senior executive roles across all sectors

Our desire is to help you address and **meet your personal, professional and organisational aspirations.**

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## Our Programmes

We are experienced facilitators and deliverers of training programmes across a broad spectrum of topic areas. You won't find an 'off-the-shelf' programme here, because we don't believe this gives you true value.

The content of our programmes is designed around your specific needs and requirements, and the way we deliver the programmes will take account of the learning styles and requirements of the participants.

Broadly speaking, our areas of expertise fall into the following five categories:

- **Performance Management**
- **Leadership & Managerial Skills**
- **Staff Development**
- **Team Development**
- **Personal Impact & Development**

We have a powerful network of partners who can provide support in additional areas.

## Programme Objectives

Our programmes are designed to **reflect your culture, experience, aspirations, and immediate needs.**

We draw upon a range of ideas, models, disciplines and topics to devise a programme that has **value and relevance** for your people.

Many of our programmes are equally relevant for people with or without management or supervisory responsibility.

Our programmes meet a variety of purposes and objectives:

- To improve personal well-being
  - To identify more effective & satisfying ways of working
  - To increase skill & knowledge in specific areas
  - To identify ways of ‘future-proofing’
  - To support an individual’s desire to improve themselves
  - To enable an individual to achieve personal & organisational objectives
  - To become world class
  - To increase competitive edge
  - To develop confidence through practice and learning in a safe environment
  - To identify current strengths and areas for improvement
  - To acquaint participants with new thinking, ideas, models, techniques and methodologies
  - To equip participants with the range of skills, knowledge and behaviours that will deliver success for them in their role
-

## Some Programme Topics

Some of the areas we cover are highlighted below. Talk to us about any of these and any other you may have an interest in.

Performance Management	Leadership & Managerial
<ul style="list-style-type: none"> <li>▪ Appraisal Skills</li> <li>▪ Absence Management</li> <li>▪ Coaching &amp; Mentoring</li> <li>▪ Feedback Skills</li> <li>▪ Managing Poor Performance</li> <li>▪ Performance Evaluation</li> <li>▪ Setting Standards</li> </ul>	<ul style="list-style-type: none"> <li>▪ Change Management</li> <li>▪ Counselling Skills</li> <li>▪ Creating The Vision</li> <li>▪ Decision Making</li> <li>▪ Facilitation Skills</li> <li>▪ Giving Bad News</li> <li>▪ Interview Skills &amp; Processes</li> <li>▪ Leadership</li> <li>▪ Managing Meetings</li> <li>▪ Managing Resources</li> <li>▪ Motivation &amp; Commitment</li> <li>▪ Objective Setting</li> <li>▪ Project Planning &amp; Management</li> <li>▪ Strategy Development</li> <li>▪ Team Briefing</li> </ul>

Staff Development	Personal Impact & Development
<ul style="list-style-type: none"> <li>▪ Assessor Training for Assessment &amp; Development Centres</li> <li>▪ Business Correspondence</li> <li>▪ Business English</li> <li>▪ Minute Taking</li> <li>▪ Objective Setting</li> <li>▪ Preparing for Appraisals</li> <li>▪ Report Writing</li> <li>▪ Risk Assessment &amp; Contingency Planning</li> <li>▪ Sales &amp; Customer Service</li> <li>▪ Team Working &amp; Development</li> <li>▪ Train the Trainer</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assertiveness</li> <li>▪ Career Review &amp; Development</li> <li>▪ Communication Skills</li> <li>▪ Creativity &amp; Innovation</li> <li>▪ Emotional Intelligence</li> <li>▪ How to Add Value within Your Role</li> <li>▪ Influence &amp; Persuasion</li> <li>▪ Negotiation Skills</li> <li>▪ NLP</li> <li>▪ Problem Solving</li> <li>▪ Presentation Skills</li> <li>▪ Stress and How to Make it Work for You</li> <li>▪ Time Management &amp; Personal Organisation</li> <li>▪ Values &amp; Belief Systems</li> </ul>

## Additional Services

In addition to our training work, Kay-Lambert Associates Limited also provides **HR & Training Consultancy** support.

We will be pleased to hear from you if you are interested in finding out more about the non-training elements of our work.

We are experienced in the following areas:

- Appraisal System Design
- Competency Framework Development
- Design & Administration of Assessment & Development Centres
- Incentive Schemes
- Role Profiling
- Staff Surveys

Visit our **Website** for more information, email us with your enquiry, or contact us by phone.

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