

Real Time Coaching

It's tough at the top; and can be lonely too!

How are you keeping ahead of the game and who tells *you* when you've got it wrong? Who gives you the feedback that makes the difference?

Many senior managers and CEOs employ 'Executive Coaches' to discuss issues and ideas with and generate personal goals and strategies for achieving them.

Whilst theoretical coaching in the office can generate impressive solutions and compelling goals, what is often missing for most of us is feedback upon our behavioural skills in different situations and with different people.

We believe 'real-time' coaching provides a solution to this missing link.

Effective modern leadership development requires an active and imaginative approach involving:

- ◆ Self awareness
- ◆ Creative problem solving
- ◆ Relationship building
- ◆ Learning through experience
- ◆ Shaping events rather than being shaped by them.

It also needs to be flexible enough to accommodate modern day leadership pressures.

Real time coaching offers a flexible and pragmatic method of reinforcing positive behavioural change and providing immediate evidence based feedback and coaching on potential areas for development. It can be intense and is not for the faint of heart, but can assist individuals in identifying opportunities for development and also key strengths, from a completely objective perspective. It is especially suited to high performing individuals who regularly receive strong and positive feedback, but are unsure as to how to develop further to maintain competitive advantage and marketability.

How Real Time Coaching works

It's often not what you do but the way in which you do it that can have the greatest effect on success or failure. Your Real Time Coach will take the time to get to know you and your business. They will observe you at work in all situations and will offer immediate feedback on all aspects of an intervention, conversation or meeting. They will observe the behaviour and reactions of others whom your actions and behaviours directly affect.

A typical Real Time intervention would consist of:

Initial set-up meeting – This would take place one or two weeks prior to the observation. Within the meeting your coach will discuss all aspects of your work which you have requested feedback on. They will also take the time to understand your management style and aspirations. Details of what to expect from the day of observation will be discussed and a 'contract' agreed.

Observation –Your coach will observe your interactions discreetly and provide evidence based feedback in your preferred format. This can be individual 'bites' of your working day, with feedback discussed immediately afterwards, or a whole day observation with follow up feedback provided in a detailed report at your next meeting.

Review meeting – Your coach will review evidence and examples from the observation with you and help you generate development plans and activities.

Follow up Meeting – To review commitments and actions and provide continued support in active on-going development.

Your 'Real-time' coach will:

- Ensure confidentiality
- Take the time to get to know you in detail – your goals, desires, strengths, uncertainties.
- Observe your actions, behaviours and their impact in detail
- Observe the actions and behaviours of your colleagues
- Be able to recall specific examples in feedback
- Be discreet
- Not become embroiled in office politics, culture or UGRs (Unspoken Ground Rules)
- Offer feedback non judgementally
- Offer advice only when asked
- Provide challenge and offer different perspectives

In return for your:

- Trust, honesty and open-mindedness
- Not giving an Oscar winning performance during observation!
- Taking action upon the feedback

Call us on 01923 262278 for an informal and confidential discussion, or send an e-mail to office@kaizen-training.com