

Coaching for Transformation and Team Performance

REMOTE DELIVERY OPTION

This program gives an alternative perspective on creating transformation and team performance. It enables managers to see the influence they already have and then make sure everything they do is in line with where they want to take their team.

Issues and Challenges Addressed

● In Change and Transformation

Changes in technology, market, policy and regulations constantly drive the need for teams to adapt the way they work.

● In Performance

Very few managers are 100% happy with the performance of their team. Typically they rely heavily on the top 20% of a team to provide the results needed.

Whatever the goal it's what their people do - *their Behaviour* - that makes the difference. This is the primary focus of this program: how managers influence people's behaviour, and as a result, team performance.

Coaching Applied in Context

The essence of the program is simple: applying four core coaching mindsets (Agility, Readiness, Curiosity, Awareness) to real situations that managers experience, eg:

- Reviewing a project, customer or initiative
- Addressing poor performance or behaviour
- Conducting a formal appraisal.

This enables managers to create an environment that is collaborative - where team members take ownership of their actions; as well as candid - where issues are brought into the open and addressed.

Why it Works

1. It's 70-20-10 learning in action

Everything covered is directly applicable to real situations managers face.

2. Managers aren't told what to do

They go through a series of exercises that enable them to learn, gain their own insights and decide what to do.

3. Ongoing support

Creating change in a pressured environment isn't easy. Having a coach on hand supports managers to persist, overcome challenges as they arise and sustainably achieve the outcomes they seek.

Program Overview

When run remotely, this program is ideal for an individual or group of three sales managers.

- Step 1 Pre-Program Consultation: to understand each manager's specific objectives and challenges
- Step 2 Six weekly 1.5 hour sessions to lay the foundations, practice with the coach and develop an individual plan
- Step 3 Five months of ongoing support from an independent coach for each manager plus quarterly group review and refresh calls.

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Jim's coaching interventions have been described as inspirational – this ties with his innate ability to relate to his clients and desire to help them to achieve their goals, both personal and professional.

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Prior to the program I was becoming more and more frustrated by his [team member's] behaviour. This morning our conversation was way more productive and we made progress.

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The decisions I'm making are based on clearer evidence which gives me a greater certainty I'm doing the right thing.

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Jim Wigg

Coaching for Sales Leaders

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