

Personal Performance Systems

Individual Coaching Program – 6 Months

belief Performance Systems

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*"I never cease to be amazed at the power of the **coaching** process to draw out the skills or talent that was previously hidden within an individual, and which invariably finds a way to solve a problem previously thought unsolvable."*

-- John Russell, Managing Director, Harley-Davidson Ltd.

Personal Performance Systems

3 Hour Intensive **kick off** workshop

Personal analysis document, coaching guide book & tools
food diary dietary analysis by Qualified dietician

Subscription to The Online Manager (TOM) – Web based management resource

UNLIMITED Access to coach by telephone & email

3 month **intensive** coaching program

3 month **maintenance** coaching program

Member Belief Alumni - newsletters & seminars

Optional upgrades:
360 Degree / Life Styles Inventory & Personal Fitness Training

Executive Health Check up – **Ford Health Group**

Liaison with personal trainer to align physical **ENERGY**

2 x weekly **habRitual** group fitness training



High Performance Model

Mental Ability:

Focuses physical and emotional energy on the task at hand

Emotional Capacity:

Creates the internal climate that drives the Peak Performance State



**PEAK
PERFORMANCE
STATE**

Sense of Purpose or Spirit: Source of motivation, determination & endurance

Physical Capability:

Builds endurance, promotes mental and emotional recovery

The High Performance Model

is the driving concept behind **Belief Performance Systems** and our **Personal Best Program**. We believe in the development of the whole person, and our programs are designed to offer just that. Developing the whole person (or the whole team, or the whole organisation) often means getting out of our comfort zone, or stretching the limits of our self-imposed boundaries. Whilst this is difficult for most people the benefits of doing so are extraordinary, resulting in real benefits to performance.

Grounded in the revolutionary work done by Jim Loehr and Tony Schwartz, the High Performance Model is an integrated theory of performance management, and posits that a person or a group of people cannot achieve their potential without addressing each of the four "Performance Dimensions". The reason for this is that the four dimensions are interdependent and complementary to each other, and rely on one another to enable increased performance in any of the dimensions.

Thank you for inviting **Belief Performance Systems** to outline how we might design and conduct a coaching program for your business. This document provides an overview of our approach to a coaching engagement. Clearly, like any service, we would tailor the program to your specific needs.

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A handwritten signature in black ink that reads "Simon Small". The signature is written in a cursive, flowing style. Below the signature is a long, horizontal, slightly curved line that tapers at both ends, serving as a decorative underline.

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Concieve...believe...achieve!

(Belief Performance Systems Mantra)

1. Our approach to coaching

Our approach to performance enhancement addresses the development of the individual as a whole. It is aimed at primarily enhancing performance in the workplace. We do this by identifying what makes a person effective at work, but more particularly, identifying how to add balance, interest and enthusiasm to their lives, which ultimately results in a more effective person.

Given that our aim is to develop the entire person, the range of services we offer is necessarily diverse. The key outcome is producing a more effective and motivated leader or team member. Our program is aimed at also raising the individual's emotional intelligence.

Coaching – The return on investment

Our experience demonstrates that the return on investment in the coaching process includes:

- > sustained increases in productivity
- > higher energy levels and mental clarity over longer hours
- > better communication at all levels
- > more effective decision-making
- > enhanced leadership skills
- > greater resilience and flexibility in the face of stress
- > improved client service levels
- > increased loyalty and retention
- > motivated teams
- > greatly increased emotional intelligence quotient across the organisation as a whole
- > development of a coaching and mentoring culture within the organisation
- > creating a business that complements and enhances your quality of life
- > coping with conflict in a healthy and beneficial way
- > achieving a dynamic balance between your personal and professional life

These effects are both qualitative and quantitative. Take, for example, just one facet - staff retention. Coaching has a direct impact on staff retention. When managers are coached to be more effective the results flow directly to their teams. When team members have a specific coach appointed, they are far more likely to achieve specific targets resulting in career progression. They are unlikely to leave an organisation which demonstrates such clear commitment to their development. It is well recognised that the cost of losing a mid-to-senior level executive is between 50 percent and 150 percent of that person's salary, a fraction of the cost of the coaching process.

Typical topics

Areas covered in executive coaching sessions range from issues directly linked to achieving the organisation's vision to more finely honing key people skills and various aspects of self management.

Examples of typical topics include:

leadership	health & fitness	conflict resolution	
handling difficult people		communication	motivation
	effective influencing strategies		
career planning		staff satisfaction	role clarity
	personal goals		
business process		life balance	managing emotions
reorganizing management		time management	
understanding			delegation
	growth strategies		
culture change		providing feedback	
	personal style issues	developing a marketing plan	
staff retention		coaching others in the team	
	developing a H.R. plan	succession planning	

Our coaches

We select our coaches based on the needs of the individuals and the organisation. In some cases, coaches will also act as a mentor, passing on their expert knowledge in relevant key areas. We match our coaches to your needs, based on their knowledge and experience levels, always taking into account coaching skills and styles. Our coaches hold relevant post graduate qualification in human resources and coaching and industry experience.

How do I select the right executive coach?

Executive Coaching is, at its core, a relationship. Therefore, it is important to work with a coach who is not only accredited and experienced, but someone you can connect with.

We offer a complimentary initial coaching session to help you determine if you and your coach are a good fit. We do not use this session to "sell" you on coaching. We use this time to help you experience what executive coaching is and how it can benefit you. We trust your judgment in knowing if the match is right.

When deciding on a coach you should consider:

Coaching Credentials:

- > What's their training & background?
- > Do they have the requisite training to coach?
- > Do they have credible referees?
- > How much experience in specific area?
- > Do they have counseling skills training?
- > Will they have sufficient commercial experience to be able to understand my business?

Coaching Skills / Knowledge:

- > What coaching model/s do they use?
- > Do they have understanding of adult learning issues and principles?
- > Do they have good goal setting and action planning skills?
- > Are organized and methodical in their approach

Interpersonal "Fit":

- > Do I feel comfortable with them?
- > Do they have maturity, insight, humour, sincerity?
- > Flexibility in both supporting & challenging client?
- > Can they motivate me or my people?
- > The 'X' factor - Can they move the human heart?

Contract & Ethics:

- > Do you trust in their confidentiality and ethics?

Guiding principles

The following principles underpin our approach to coaching:

- > Confidentiality at all levels
- > Honest feedback
- > Respect for participants
- > Clear objectives determined at the outset
- > Equitable support for manager and participant
- > Capacity for honest, self assessment
- > Career discussion occurs in the context of the job, team and culture of the organisation
- > Tailored approach to each assessment
- > Aim to apply learning to the job and life

1.1 Proposed Individual Coaching Program

While no two coaching assignments are ever the same, the overall process and methodology used in each is similar. It begins with the end in mind. It is about gaining a clear understanding of the organisation's and the individuals' goals, ensuring these are aligned, and then establishing agreement on the gaps between where the individual is now and where they and the organisation want them to be.

With that in mind we have designed our 'Personal Performance Systems – Individual Coaching Program (6 Months).

Stage	Stage	Content
Preliminary Stage: Briefing key stake holders	Introduces the concept and philosophy of the Executive Coaching Program	<ol style="list-style-type: none"> 1. Introduction of our development philosophy 2. Outline of program 3. Introduction of key coaches
3 Hour intensive meeting	This meeting is designed to prepare coachees for the program ahead and equip them with a variety of necessary skills	<ol style="list-style-type: none"> 1. Introduction to coaching <ul style="list-style-type: none"> > Introduction to the 'Performance Systems' concept > Introduction to coaching > Philosophy of program > Description of the program > Your coach > Where to from here
Post 3 hour intensive action: self exploration stage		<ul style="list-style-type: none"> > Completion of self analysis doc > Complete 4 day food diary for dietary analysis > Receive subscription to T.O.M. > Book in fitness assessment > Book in Executive Health Assessment > Conduct three way fitness meeting with fitness coach > Begin attendance to habRitual group fitness sessions
Stage 1: The exploration stage	Initial meeting between coach and coachee	<ul style="list-style-type: none"> > Relationship building > Establish buy-in to coaching process > Discussion of desired outcomes from the program > Outline the performance feedback process
Stage 2: The reality stage	Feedback meeting between coach & coachee	<ul style="list-style-type: none"> > Coach provides feedback on results of exploration stage > Discussion on outcomes of analysis > Reach agreement on strengths and areas for improvement > Together work to establish goals

Stage	Stage	Content
<p>Stage 3: The planning stage</p>	<p>Three-way meeting between coach, coachee & where appropriate their Manager.</p>	<ul style="list-style-type: none"> > Coach provides feedback to the individual and where appropriate their manager on progress > Confirm program purpose and objectives > Clarify the responsibilities of the coach, coachee, manager and the other key stakeholders in the business > Determine the most appropriate evaluation methodology and program > Coachee shares goals with their peers / subordinates and outlines strategies to exploit strengths and address shortcomings > Aim to achieve three way agreement on goals > Coach and coachee finalise specific actions and plan for the future coaching program
<p>Stage 4: The coaching intensive stage</p>	<p>Fortnightly coaching meetings for a duration of three (3) months</p>	<p>Includes fortnightly face-to-face meetings for the first three (3) months. This said, we have flexibility with the mode and frequency of contact, therefore the program includes unlimited email and telephone contact with the coach.</p> <p>The coaching program also includes three-way review between coach, coachee and where appropriate other key stakeholders.</p> <p>These reviews would aim to be conducted on commencement of the program, at the ½ way mark and then at the completion of the engagement. The aim of these meetings is to update progress towards agreed goals and re-confirm mutual commitment to those goals.</p>
<p>Stage 5: The coaching maintenance stage</p>	<p>Monthly coaching meetings for a duration of three (3) months</p>	<p>Includes monthly face-to-face meetings for the next three (3) months. This includes unlimited telephone and email support.</p>

Stage	Stage	Content
Stage 6: The evaluation stage	Measure effectiveness of the program	<p>Through a mixture of meetings with the coachee, discussions with key stakeholders and administration of questionnaires, the coach works together with the individual (and others) to ascertain the level of success of the program.</p> <p>Actions:</p> <ul style="list-style-type: none"> > Book in fitness assessment – benchmark against initial results > Review personal fitness program in light of progress
Stage 7: The reporting and recommendation stage	Testing, data collection, and analysis	<p>Near completion of the coaching program, Belief Performance Systems is available* to provide written assessment and detailed analysis of the coachee's progress and performance. The aim being to assist the client in determining the potential for the individual to progress to the next level.</p> <p>This phase involves identifying the overall themes and issues emerging as a consequence of the program, the strengths and further development needs of the individual and exploring of the ongoing development strategies, needed to continue the development.</p> <p>* Belief Performance Systems is available to provide this service at our normal daily consulting rate.</p>

2. The investment

Having a coach doesn't cost – IT PAYS MANY TIMES OVER!

The full program is \$9,860 + GST.

There are a variety of upgrade options available to further enhance your coaching program. These upgrades will be made in consultation with your coach. Similarly, some components can be removed from the package. Modifications to program structure are dependant on your needs and circumstances.

How to proceed

We look forward to the opportunity to discuss these services with you. Our objective is to work with you to produce a program that is tailored to your desired outcomes and, as such, we are happy to continue our discussion with you to refine content to ensure this initiative is a success. We will call you in a couple of days to discuss this further, otherwise please contact us on the numbers provided.

3. Testimonials for coaching

John*, a lawyer, worked for a large legal firm in Brisbane as an Associate and had potential to become a Partner, except for a lack of understanding of how the behaviour of a Partner differed to that of an Associate. John was also underperforming, meeting only 70 - 80% of his budget, despite his obvious capability. The firm approached Simon Small to coach John and develop what they considered to be good talent and a valuable asset to their firm.

Implementing the three phases of the corporate coaching process, Simon held a series of 360 degree feedback sessions with John, the Partners and John's colleagues. By establishing goal setting and goal congruence between the parties, Simon helped raise John's awareness of behaviour issues, increased his self-esteem and personal fitness as well as promoted his profile with Partners and colleagues.

The firm, as an ancillary benefit to establishing John's goals, was forced to clarify and commit to what they determined were Partnership qualities, thereby establishing a clear set of guidelines for future promotions.

At the end of a three month program, John was made Partner and, in addition, the firm benefited on the bottom line with John exceeding 220% of his budgeted billings within a two month timeframe. This amounted to an estimated increase of around \$15,000 per month: a solid return on a \$2,200 per month coaching investment.

(* names have been changed for confidentiality reasons. Referees for the case study above are available)

RACHAEL POPLAWSKI, Manager, Moore Stephens HL Pty Ltd

"Simon's enthusiasm, positive focus and experience is evident during his coaching sessions. During my coaching program I have had two major realizations. Firstly, the huge impact, that goal setting has on our ability to achieve our desired outcomes and reach our full potential. Secondly, that we don't let issues that we are not able to change or control stop our momentum moving forward.

I have found my coaching sessions to be very rewarding and look forward to working with him in the future. Many thanks"

ROBERT DAVIDSON, CEO, Davidson Group

"Earlier this year we engaged Simon Small as a corporate coach to work across our business as a whole. After three months we were so impressed with the transformation which had occurred in both the business and our key people that we "bought the company". We have now joined forces with Simon to offer this service to our clients.

From a personal perspective the coaching process has changed my life. To mention just one example of the impact, with Simon's help I have been able to completely reengineer the way I work. I have successfully gone from working five days per week 'in' the business with little time to work 'on' the business and with poor life balance to the point where I now work 'in' the business only one day per week. This has freed me up to spend four days per week working 'on' the business, the work I most enjoy. The work Simon has done with both myself and my group has ensured that during the same time the profits from my division have increased dramatically. This has had a profound impact not only on my motivation but also that of my team members who now see a clear career path for themselves".

