

# COACHING SERVICES



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# ABOUT US

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The Leadership Coaches is led by leadership and management development expert Zoé Lewis. With over 20 years in leadership and management development, working with global organisations and developing talent from C-Suite to the front line, Zoé set up The Leadership Coaches with a mission to help organisations invest in the right, long-term solutions, that make a sustainable impact in the business, rather than any sticking plaster approaches.

She often turns down work, due to high standards and a requirement from the organisations that they are truly committed to the results they seek.

Zoé is known for her discerning approach to recruiting only the best coaches. After applications from over 150 leadership coaching associates, just 20 are able to associate themselves with The Leadership Coaches.

Our coaches are robustly checked: Level 5 or above Coaching Qualifications, they have coached at C-Suite/Executive level, Zoé personally checks 2 of their references and these cannot be for pro bono work, each coach must maintain regular coaching supervision with an accredited coach supervisor, plus they have access to over 40 psychometrics across the team of coaches.

## OUR VALUES AND ETHICS

We are led with the right principles for evolving great businesses and looking after our world. Our values are:

- **Exceptional service**
- **Act with integrity**
- **Social Responsibility**
- **Living diversity, equity, and inclusion**

**We are proud members of 1% for the planet and our partner charity is Wen, the Women's Environmental Network, for whom we provide complimentary confidence workshops and make regular donations of 1% of our turnover.**

# ABOUT US CONTINUED

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## Our Purpose

To help organisations create an environment where their leaders can thrive and inspire their teams to deliver outstanding results for all stakeholders.



## Our Mission

To provide tailor-made coaching, leadership and management solutions to individuals and teams within medium and large organisations.



## Our Vision

To be recognised as the world-class provider of coaching for transformational change leadership.

"Zoé is extremely warm and compassionate. She was really in tune with the way I felt and able to provide me with much more clarity and direction. I can highly recommend Zoé for any of your coaching needs."

# MEET OUR COACHES

Hand-picked by CEO Zoé Lewis, our coaches are passionate individuals. Having worked across a wealth of industries, our coaches are experts in maximising potential regardless of the industry.

All of our coaches are members of professional coaching bodies, such as EMCC, ICF, AoEC, and CIPD.



# ONE-TO-ONE LEADERSHIP COACHING

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# ONE-TO-ONE COACHING

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Leadership coaching is our niche, hence the name The Leadership Coaches. Zoé researched what clients want from their leadership coaches and rigorously recruited based on this to provide the perfect mix of leadership coaches who are credible and achieve effective results through work with organisational leaders.

## WHAT IS LEADERSHIP COACHING?

A trusted, open, and honest partnership between a coach and a leader, in which the leader has a goal that they wish to achieve and/or something they need to overcome or work around to achieve their goal.

These goals relate to areas of executive life, from strategic leadership to interpersonal relationships, to influencing stakeholders, gaining people engagement, and other significant areas of leadership, not least, leading one's self.

The coach provides a safe space for the executive to share their thoughts, objectives, and challenges. The coach provides a balance of support, challenge, and accountability for the leader and uses practiced questioning, listening, and coaching mastery techniques to enable the coachee to effect impactful change.

The coach, coachee, and often, a sponsor, will agree on the expected outcomes of the coaching and that forms the basis of the purpose of the coaching, during each session the sessional objective is identified, whilst keeping the bigger picture goal in mind.

Coaching sessions are often held virtually via video software, via telephone for a walk-and-talk coaching experience, and also face-to-face in a confidential space. Each session is approximately 60-90 minutes.

# TEAM COACHING

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# TEAM COACHING

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Increasingly our expert team coaches are being called to service, especially as organisations and their leaders navigate the new world of work. The Leadership Coaches have various team coaching specialists deploying a variety of expertise in team coaching, from Systemic to PERILL to complex adaptive systems. Don't worry, we will guide you to the most effective solution for your team's needs.

## WHAT IS TEAM COACHING?

Team coaching facilitates the empowerment of a team to enable and release its potential. Compared to one-to-one coaching, which focuses on the individual's hidden potential, the role of a team coach is to harness the untapped potential of the team to help the team grow and develop to ultimately optimise performance.

The goals the team sets vary and may include:

- What is our purpose?
- How do we work together to appreciate each other's strengths and make progress when we experience conflict?
- We are performing great, but we feel like we can move to another level, can you help us?
- We are not getting on and there are issues, how can we progress?
- How will we work together in a hybrid working model?
- We are a new team and we want to progress through the team development stages proactively to become a high-performing team as soon as possible.

This list is not exhaustive, it gives a flavour of the areas in which team coaching makes a difference.

The coach learns about the team and identifies its strengths and challenges and clarifies the objectives. The coach creates a safe space for the team and through unbiased external eyes and ears, provides the environment for all members of the team to speak up, be heard, listen, and make decisions for the benefit of the team, ultimately bringing about the desired change to achieve the team's goals.

Team coaching starts with a series of one-to-one sessions to establish the current reality. Team coaching sessions are held virtually via video software and/or via face-to-face events in an uninterrupted setting. Typically team coaching takes place monthly to enable embedding and reflection prior to review and action.

# TALENT AND GRADUATE COACHING

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Increasingly our expert team coaches are being called to service, especially as organisations and their leaders navigate the new world of work. The Leadership Coaches have various team coaching specialists deploying a variety of expertise in team coaching, from Systemic to PERILL to complex adaptive systems. Don't worry, we will guide you to the most effective solution for your team's needs.

## WHAT IS TALENT AND GRADUATE COACHING?

Talent and graduate leadership programmes are bespoke programmes that enable organisations to identify, nurture, and develop the next generation of leaders. They can provide a pipeline of high-potential employees and build a culture of leadership development and succession planning.

Most talent and graduate leadership programmes involve on-the-job training, mentoring, coaching, and development activities. They can last anywhere from six months to two years and often lead to a promotion within the company.

At The Leadership Coaches, talent and graduate programmes incorporate a set of coaching days that focus on topics specific to the needs of your organisation and people. They also include one-to-one coaching sessions at various points throughout the programme.

Before a programme commences, we meet with you (the sponsor) and the individual or individuals who will participate in the programme to truly understand your organisational needs. We listen to feedback from those within the team, and we also review any data or feedback that you may have collated from staff surveys, course feedback, and focus groups.

Once we understand the requirements and what each party expects from the programme, we design a bespoke programme. We consider gaps in knowledge and skills and review how much time and budget are available.

Following the design of the programme, our team of credible leadership coaches will attend your chosen location to deliver each module. Between these modules, it is not uncommon for us to provide one-to-one coaching to ensure that each person has the chance to discuss their personal objectives and any challenges they may face.

# MENTORING PROGRAMMES

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# MENTORING PROGRAMMES

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Mentoring programmes can be hugely impactful when designed and deployed with finesse. That's where we can help; we will help you work through our four key stages of developing a successful mentoring programme.

## WHAT ARE MENTORING PROGRAMMES?

Mentoring programmes are an effective way to develop your employees and create a more cohesive, productive team. When implemented successfully, mentoring programmes can help employees learn new skills, excel in their careers, and feel more engaged with their work and role.

At The Leadership Coaches, the four key stages of our mentoring programmes include:

1. Assessing what great looks like for you and your organisation
2. Establishing gaps and considering succession planning
3. Designing a successful programme
4. Training mentors, guiding mentees, and providing support

When it comes to developing your organisation's unique mentoring programme, we will spend time understanding your needs and goals for the future. Following this, we will work with you to establish the objectives for the programme, gaining the buy-in from those who will participate in it.

Once we've established the objectives for the mentoring programme, we will ascertain any gaps and consider succession planning before proposing a bespoke solution for you. We will also identify if reverse mentoring will add value to your organisation and offer suggestions for how to run a cost-effective, high-impact programme.

We then design a programme that addresses the organisational context and considers each participant's key objectives. We apply the appropriate level of processes to ensure ownership, accountability, and measures without being overly bureaucratic to maximise outcomes.

To ensure the mentoring programme moves in the right direction and has the desired effect, we complete interim progress reviews at various stages and compare the outcomes to the initial stage. If we spot any room for improvements, we guide you through any tweaks and changes that continually improve your programme and keep you and your people on track for success. This ensures that the programme can be applied to future cohorts and guarantees that you can train mentors, guide mentees, and provide support in the future.

# LEADERSHIP AND MANAGEMENT PROGRAMMES

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# LEADERSHIP AND MANAGEMENT PROGRAMMES

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At The Leadership Coaches, we are passionate about the development of leaders and managers within an organisation. Our leadership development programmes support businesses in cultivating talent from within and better prepare employees for future managerial roles.

When implemented effectively, leadership development programmes can provide employees with the skills and tools to lead teams, manage change, and make strategic decisions. Furthermore, leadership and management programmes increase employee engagement, improve organisational performance, and create a team of empowering leaders. This increases motivation and significantly impacts return on investment for the organisation.

## OUR APPROACH

Leadership and management programmes can be thought of as unique training or coaching days that combine to create a programme. Each training or coaching day is essentially a 'module' that focuses on specific topics, issues, or requirements that enable the team to work towards and achieve a 'final' goal. For example, if you aspire to create teams of empowering leaders, we can design modules specifically for this.

Before designing a programme, we first learn more about the organisation to help you identify your needs. We review many aspects, including the following:

- Data – this could include feedback from staff surveys, previous course feedback, and trends from focus groups.
- Gaps – this could include what the organisation needs from the managers and where gaps in knowledge, skills, and behaviours may be.
- Time and budget – we also review how much time and budget are available to ensure we can design a suitable leadership and management programme.

As and when we understand the overall needs of the business, we can design a programme and start to implement it. We often implement executive coaching interspersed between modular workshops. The reason for this is that with executive coaching, each person has the opportunity to address their own unique objectives and challenges in implementing the learning from the leadership or management development programme.

Throughout the leadership development programme, we constantly review feedback from all involved parties to ensure it has the desired effect. Along the way, we can make any changes necessary to facilitate the ever-changing business climate.

# BESPOKE COACHING

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# BESPOKE COACHING

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At The Leadership Coaches, many of our coaches have experience in providing bespoke coaching and can accommodate your needs, irrespective of what they may be.

## WHAT DOES BESPOKE COACHING INCLUDE?

At The Leadership Coaches, our bespoke coaching services all commence with a call to establish your coaching needs. From here, we invite you to select two coaches for a coaching chemistry session. These sessions are designed to enable you and our coaches to determine if the chemistry is suitable for a trust-based coaching relationship.

Once you have selected your coach, an initial coaching session takes place to set coach and coachee expectations. Here, we will listen to your needs and understand what your goals and outcomes for coaching are. The selected coach will also share their expectations with you. Upon agreeing on the expectations, a contracting form is sent to you or your sponsor (if applicable), and this enables us at The Leadership Coaches to measure coaching effectiveness.

Coaching begins with an initial triad meeting with you (the coachee), the coach, and the sponsor (if applicable). Sessions are often arranged monthly, although this can vary depending on needs, and we arrange mid and end-triad sponsor sessions to review the programme of coaching.

In addition, we send out a short quality check questionnaire so we can ensure we are meeting your service expectations.

## WHO IS BESPOKE COACHING FOR?

Bespoke coaching solutions could include one-to-one sessions for individuals at any level in the business. For example, these could be:

- People identified in succession plans for talent development purposes
- A graduate who is new to a role or taking on more responsibility
- An individual taking a change of direction within the organisation

# COACHING COURSES

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# COACHING COURSES

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At The Leadership Coaches, we are increasingly being asked to develop and deliver programmes either to introduce coaching as a skill or to develop this skill for leaders and managers. As a result, we have designed three courses that can be deployed from peer-to-peer conversations to key challenges faced by managers in using coaching as a practical everyday management tool.

## INTRODUCING THE COURSES

Titled Developing a Coaching Style, Managing with a Coaching Style, and Leading with a Coaching Style, our courses can be employed irrespective of where you, your managers, and your leaders are in their leadership journey.

## WHO ARE THE COURSES SUITABLE FOR?

We are proud to have designed these three courses, ensuring that there is something suitable for all levels. All of our courses focus on a coaching style bringing about improved personal and team performance, employee engagement, retention, well-being, belonging, and delivering outcomes.

Our Developing a Coaching Style course is aimed at anyone within the organisation who is interested in developing a coaching style. By supporting leaders in developing a coaching style, individuals will have the opportunity to help their people feel valued and heard. They'll also find that their team members take responsibility for their ideas and have space for reflection. If that wasn't enough, this course assists individuals in embracing a learning culture.

The Managing with a Coaching Style course is aimed at managers who will employ coaching in all aspects of their role. Designed with existing managers and aspiring colleagues in mind, this course will support attendees in having difficult conversations, using tension to bring the best out of people, and avoiding collusion.

Designed with existing senior leaders and aspiring senior leaders in mind, our Leading with a Coaching Style course is on hand to assist leaders in developing their coaching style and culture. From uncovering how to move conversations from transactional to transformational to creating a distributed leadership model using a coaching style, this course will equip leaders with the skills needed to develop their coaching style with a focus on organisational systems and strategy.

## WHICH COURSE IS SUITABLE FOR YOUR NEEDS?

If you don't have any previous coaching experience, our Developing a Coaching Style course is a suitable place to start. However, if you have coaching experience and are managing teams, our Managing with a Coaching Style course is a suitable option.

If you have coaching experience and are a senior leader with responsibility for across organisation strategy and overview, our Leading with a Coaching Style course is for you.

### Do you have coaching experience?



# DEVELOPING A COACHING STYLE

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# DEVELOPING A COACHING STYLE

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Do you find keeping your people engaged and motivated challenging? Perhaps your people fear making mistakes in their roles as leaders?

When an organisation lacks a coaching style, it's common for leaders to face problems with connection, decision-making, ownership, motivation, and even accountability.

But what if we told you there's a solution and that we can support you?

Our Developing a Coaching Style course has been designed with you in mind. By supporting your leaders in developing a coaching style, you'll have the opportunity to help your people feel valued and heard. You'll also find that your team members take responsibility for their ideas and have space for reflection.

If that wasn't enough, our course will assist you in embracing a learning culture.

## ABOUT OUR DEVELOPING A COACHING STYLE COURSE

Our Developing a Coaching Style course is an introduction to using a coaching style in day-to-day leadership and management. A coaching style has proven to be a highly effective style for engagement and empowerment, but also for open accountability and honest conversations. Coaching has learning at its core that not only seeks to improve current performance but also to develop the capacity and capability to improve future performance as well.

During this course, leaders will be given time to experience coaching others and also be coached by others. There will additionally be time to observe other people coach as a technique for further developing personal coaching styles and giving feedback.

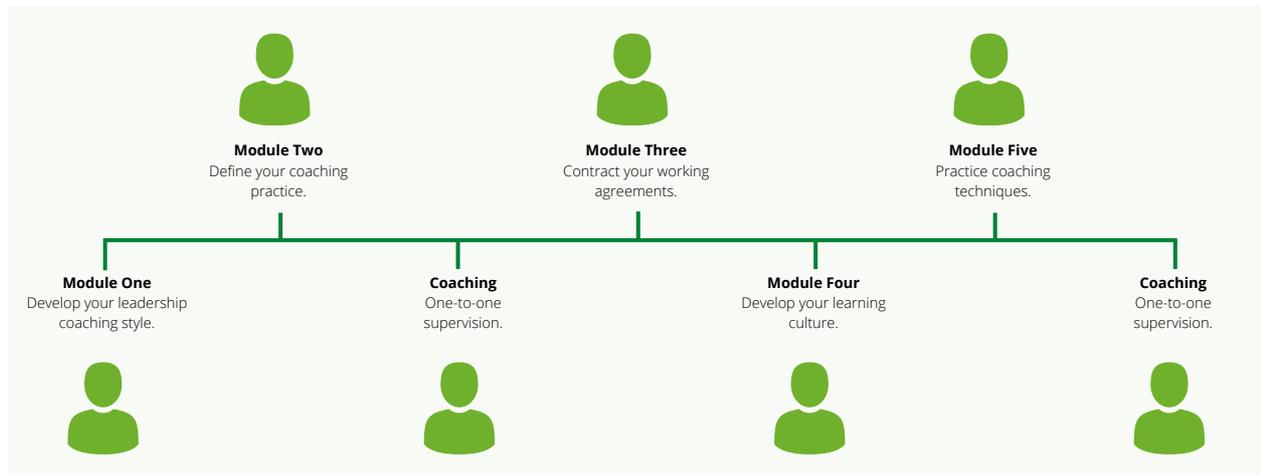
The aim of this course is for leaders to be able to seamlessly integrate a coaching style into their everyday leadership and management.

## WHAT AREAS ARE COVERED DURING THE COURSE?

- Establishing personal philosophy of leadership
- Working with coaching definitions
- Contracting the working relationship with the team
- Developing quality in listening and attention
- Techniques and processes for asking questions that unlock development and improve performance

## WHOM IS THIS COURSE AIMED AT?

This course is aimed at existing leaders and managers as well as aspiring colleagues who wish to develop a coaching style.



## DELIVERY

Our Developing a Coaching Style course can be delivered either virtually, comprising of four bite-size sessions of two hours followed by a single half-day session of three hours and 30 minutes (five sessions in total). If face-to-face, the course can be delivered over two full days.

Participants keep a learning journal made up of short comments on learning. Participants also engage in two one-to-one supervision sessions with an accredited and experienced executive coach. These sessions are confidential meetings that aim to provide a coaching space for participants to discuss reflections from the course, their belief system, and their coaching approach.

## LEARNING OBJECTIVES

- Identify leadership philosophy in order to create a coaching style.
- Develop a professional working contract that enables colleagues to maximise their potential.
- Compare and contrast coaching definitions to establish clarity of purpose.
- Practice and experience coaching techniques so that learning is embedded.
- Develop a learning plan that builds a learning culture.

"We thought the balance between practice and theory was good, and it felt like the exercises were well adapted and relevant to our work."

- CEO, Close the Gap.

# MANAGING WITH A COACHING STYLE

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# MANAGING WITH A COACHING STYLE

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Are challenging conversations difficult to navigate in your organisation? Are your managers concerned that they may be perceived as too nice or nasty when holding people to account? Could your organisation benefit from support in bringing out the best of people?

Managing with a coaching style enables leaders to have honest and non-judgemental conversations with their people. This approach additionally puts a focus on personal development, team success, and supports each person in reaching their full potential.

Focusing on standards rather than pointing out what is right or wrong, managing with a coaching style inspires people to realise their potential, leaving them feeling empowered and able to grow beyond their expectations.

Managing with a coaching style is not a quick win, nor does it come naturally to everyone. But that is where we come in.

## ABOUT THE COURSE

Our Managing with a Coaching Style course is designed for managers who wish to take their coaching practice to a more advanced level. This course requires managers to have already established a coaching style in their conversations and meetings.

A coaching style not only has the power to release untapped potential and drive performance through growth, learning, and empowerment but can also provide high levels of challenge and accountability.

During this course, you will be given time to experience coaching others and being coached by others. You will use techniques that allow you to observe the impact of your interventions, to become more aware of your own emotions, feelings, drives, and thoughts, and those of the person you are coaching.

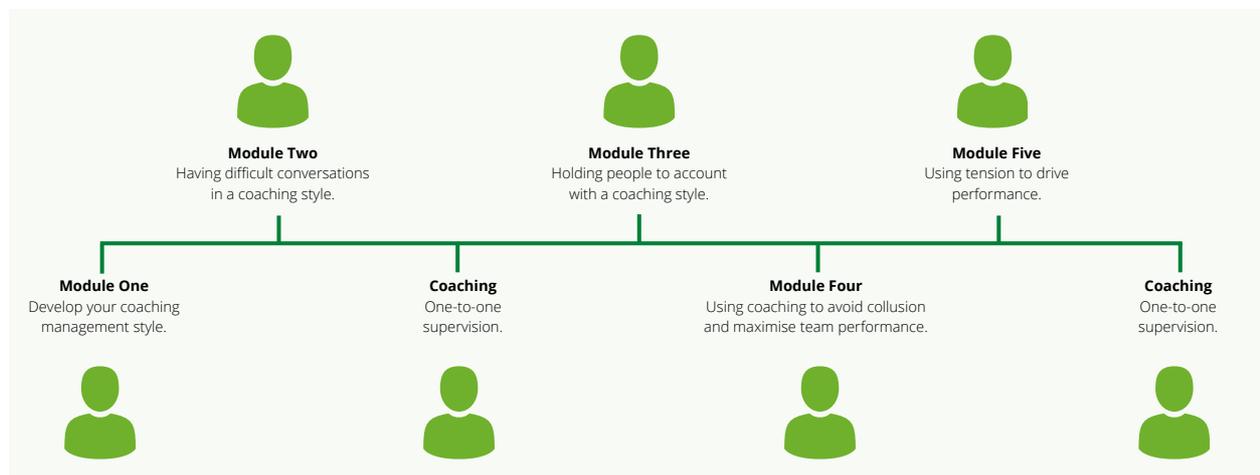
This course aims to provide you with a coaching approach for accountability, tension, raising challenges, and having difficult conversations.

## WHAT AREAS ARE COVERED DURING THE COURSE?

- Personal philosophy of a coaching leadership style
- Having difficult conversations
- Monitoring and using tension in the conversation
- Avoiding collusion and rescuing
- Empowering others whilst holding them to account in a coaching style
- Challenging limiting beliefs
- Achieving high support and high challenge

## WHOM IS THIS COURSE AIMED AT?

Existing managers or aspiring colleagues who wish to develop their coaching style of management to a more advanced level.



## DELIVERY

Our Managing with a Coaching Style course can be delivered either virtually, comprising of four bite-size sessions of two hours followed by a single half-day session of three hours and 30 minutes - five sessions in total. If face-to-face, the course can be delivered over two full days.

During the course, participants keep a learning journal made up of short comments on learning. Participants also engage in two one-to-one supervision sessions with an accredited and experienced executive coach. These sessions are confidential meetings that aim to provide a coaching space for participants to discuss reflections from the course, their belief system, and their coaching approach.

## LEARNING OBJECTIVES

- Identify your coaching management style to maximise your effectiveness as a manager.
- Plan and deliver a difficult conversation in a coaching style to improve relationships and future performance.
- Critique collusion and rescuing in-line management coaching conversations to avoid complacency, dependency and lack of challenge.
- Experiment with tension in one-to-one conversations to bring the best out of people.
- Apply techniques for holding others to account using a coaching style.
- Assess your levels of support and challenge to have maximum impact.
- Practice and experience coaching techniques so that learning is embedded.

"The programme was pragmatic and gave managers tools they could immediately use to shift their conversations and accelerate team members in their development."

- CEO, Poweron Platforms

# LEADING WITH A COACHING STYLE

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# LEADING WITH A COACHING STYLE

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Are you concerned that there's too much transactional focus in your organisation? Do you think your current leadership is slow and bureaucratic? Perhaps you've observed that problems within the organisation are solved with a siloed approach?

Leading with a coaching style often mitigates issues such as those noted above, allowing organisations to move away from pure target setting towards more transformational outcomes that enhance the potential of the organisation. It additionally supports leaders in looking at the whole system and identifying how the team can work together for better results.

But how can you develop your skills?

## ABOUT THE COURSE

Our Leading with a Coaching Style course is designed for senior leaders who have responsibility for strategic direction within the organisation.

This course requires leaders to have already established a coaching style in their conversations, meetings, and approaches to establishing culture and values. A coaching style has the power to unleash potential across the organisation, supporting purpose and inspiring customers, clients, investors, employees, and the wider society alike.

During this course, leaders will be given time to experience coaching others and being coached by others. Leaders will use techniques that allow them to observe the impact of their interventions on systems and strategy.

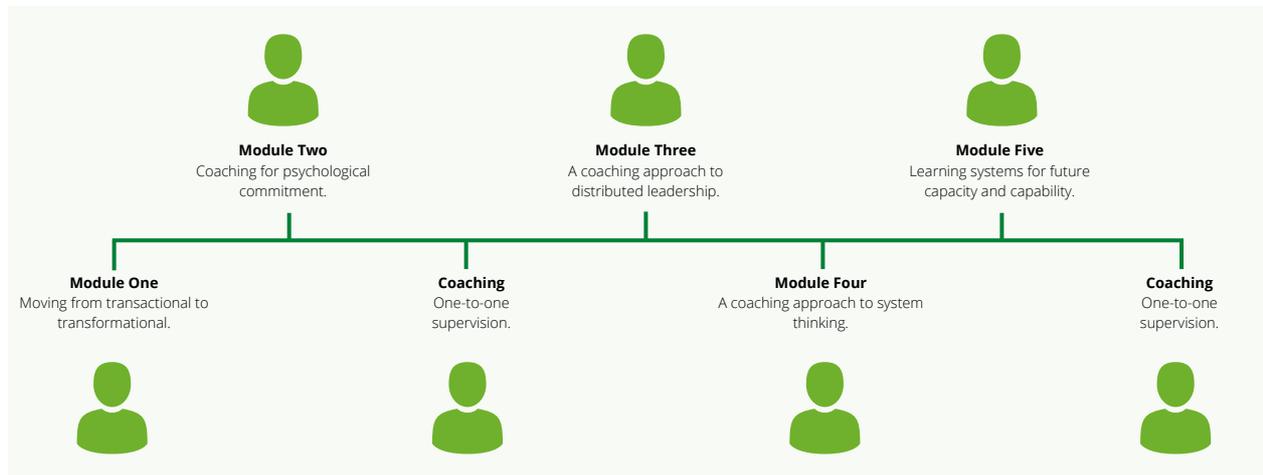
This course additionally aims to provide leaders with a coaching approach for organisational leadership, system thinking, creating a safe and inspirational culture, and gaining alignment with their vision.

## WHAT AREAS ARE COVERED DURING THE COURSE?

- Personal philosophy of leadership maturity
- Moving conversations from transactional to transformational
- Creating a distributed leadership model using a coaching style
- Using a systems thinking coaching style approach
- Creating a learning culture
- Achieving psychological commitment to the vision and mission

## WHOM IS THIS COURSE AIMED AT?

Existing senior leaders or aspiring senior leaders who wish to develop their coaching style and culture with a focus on organisational systems and strategy.



## DELIVERY

Our Leading with a Coaching Style course can be delivered either virtually, comprising of four bite-size sessions of two hours followed by a single half-day session of three hours and 30 minutes (five sessions in total). If face-to-face, the course can be delivered over two full days.

Participants keep a learning journal made up of short comments on learning. Participants also engage in two supervision sessions with an accredited and experienced executive coach. These sessions are confidential meetings that aim to provide a coaching space for participants to discuss reflections from the course, their belief system, and their coaching approach.

## LEARNING OBJECTIVES

- Examine the characteristics of a mature leader to have conversations that are transformational, not transactional.
- Employ coaching methods to distribute leadership that creates powerful teams.
- Develop a coaching approach for system thinking to provide a systemic approach to improvement.
- Identify how the organisation learns and develop a plan for a learning culture that brings about future capability and capacity.
- Develop a coaching methodology for gaining psychological commitment to leaders' vision and mission that provides alignment and drive.

"The programme was pragmatic and gave managers tools they could immediately use as we look ahead into the next century, leaders will be those who empower others."

- Bill gates



# OUR TESTIMONIALS

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Here at The Leadership Coaches, we have helped others improve and employ their skills in the real world. But don't just take our word for it. Read some of our reviews below.



## **Sukhy**

"Thanks so much for creating such a fantastic coaching experience – I got a lot of personal growth and value out of it. Sukhy is a thoughtful and experienced coach who helped to shape and deliver a Women's Leadership Programme at Accenture. I have been working with Sukhy and I can definitely say that her tools and insights have helped me overcome self-doubt and achieve more in my career than I believed was possible myself."

***Director, Professional Services***



## **Ian**

"We as a company are currently in a stage of rapid growth and with this comes challenges and change. Some of our leaders have to adapt to new roles, with new clients, staff, and expectations across the company within very short timescales. Ian has been instrumental in bringing about change with our leaders and equipping them for new leadership challenges. He has credibility and capability as a coach, and leaders report that he is able to provide a high level of direct challenge in a safe and secure context. From our perspective, the change in our leaders has been significant."

***HRD, Education***



## **Carol**

"Your coaching style allowed for a relaxed environment and created the opportunity for me to lead on finding the solutions to dealing with my obstacles. It brought me back to focusing on my core values and became the catalyst for reframing of my thoughts and feelings in such a way that I have become a lot more positive about my direction. I have a strong sense of discipline, and therefore trust my assurance to self that I will maintain the progress achieved over the course of the coaching sessions."

***Senior leader, Private***

To see our full selection of coaches, please visit our website  
[www.theleadershipcoaches.co.uk](http://www.theleadershipcoaches.co.uk)





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