

## Personal & Business Coaching

### 2023 Programme



Language & Communication

Persuasion & Influence

Sales Effectiveness

Executive Negotiation

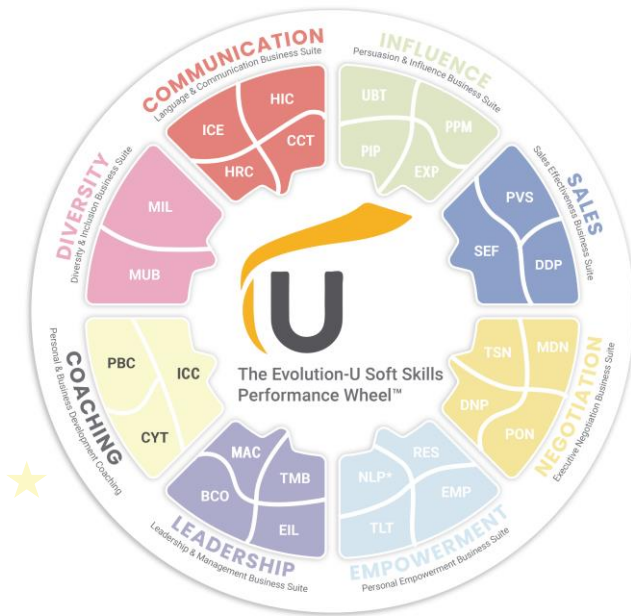
Leadership & Management

Personal & Business Coaching

Personal Empowerment

Diversity & Inclusion

## Our Courses: The Soft Skills Performance Wheel™



“A focused offering of engaging soft skills trainings, providing usable tools for better and measurable performance praised by our Clients”

The **Evolution-U Business Suites** are comprised of approximately 30 unique executive training courses containing 200+ unique modules drawing on best of breed business psychology and NLP applications which we have selected and formatted to deliver focused, results driven content.

¹ NLP courses: NLP Certification, NLP Fundamentals and NLP in Business

### Personal & Business Coaching

Every world champion has a coach. This principle doesn't only apply to sport; it applies equally to business and personal life where many of us don't reach our potential because of limitations within ourselves which prevent us from achieving our peak performance.

**Coaching Your Team (CYT)** As a leader, developing your team members so that they deliver on their potential is a defining parameter of your success. To do this effectively it is helpful to understand the process of coaching. While coaching is often reserved as a perk for top management, there is huge value in management themselves being able to use coaching tools to unlock the potential of their team members. The objective of this one day training is to introduce a series of core coaching competencies which will be practised using role play so that participants learn the techniques required to drive change and performance.

*Format options include include one day or two-day workshop, for up to 12 people. Additional participants quoted upon request. Level: Advanced.*

**Personal and Business Coaching (PBC)** Rather than being coaches first, our talent is drawn from extensive experience in the realm of business psychology. Every team member brings a wealth of knowledge from the corporate and entrepreneurial worlds. This allows our coaches to offer a unique approach to coaching which is often closer to mentoring. In addition to working with a highly qualified coach, our clients have the option to acquire a "menu" of best of breed business psychology skill sets which can be applied to their specific business needs. Due to our approach, our coaching clients tend to be C-Suite and senior executives.

*Duration: 90 mins per sessions.*

**Impactful Career Conversations (Code: ICC)** This training is developed specifically for Human Resource Business Partners who are increasingly looking to position themselves as a value added partner to the business, creating ongoing value for their stakeholders rather than a transactional resource to be called only when needed. Holding a career conversation focused on development and growth is an acquired skill that requires both structure and tools that can be used to drive change. This training therefore has three primary objectives;

- (i) to position the HRBP as a trusted advisor with their stakeholders, breaking the tendency for conversations to be transactional and shifting towards value added advisory;
  - (ii) to give the HRBP to tools to conduct career conversations for the purpose of enabling career conversations with their stakeholders;
  - (iii) to equip participants with a template for conducting such conversations in a repeatable and effective manner.
- Format options include one day or two-day workshop, for up to 12 people. Additional participants quoted upon request. Level: Advanced-Expert.*

## Our approach to Coaching explained..

Rather than being coaches first, our talent is drawn from extensive experience in the realm of business psychology. Every team member brings a wealth of knowledge from the corporate and entrepreneurial worlds.

This allows our trainers to offer a unique approach to coaching which is often closer to mentoring. In addition to working with a highly qualified coach, our clients have the option to acquire a "menu" of best of breed business psychology skill sets which can be applied to their specific business needs.

Our coaching clients are typically senior executives with diverse challenges ranging from:

- the need to develop elevated executive presence;
- a requirement to manage teams effectively across cultures; and
- advanced leadership and communication skills essential to success at committee and board level interactions both internally and with clients.

At the individual level, the limitations that prevent us from performing at our best may be conscious or unconscious (i.e. we are not fully aware of them). The good news is that most if not all such limitations can be removed if we want them to be, leaving us free to fulfil our potential.

At Evolution-U, our coaches are certified NLP and Time Line Therapy® Practitioners, and are proficient in applying proven techniques for removing limitations such as negative emotions, anxiety and limiting decisions. Personal Development Coaching uses a combination of NLP, Time Line Therapy® and ICF\*\*

recommended coaching principles and, as with Business Coaching Solutions, can help remove limiting decisions or unwanted negative emotions that are restricting our personal goals in life. Coaching assignments range from a single day "personal breakthrough" to a 6-12 month customized personal programme depending upon client needs. All coaching sessions are conducted in 2-hour blocks except personal breakthroughs which require a full day.

\* American Board of Neuro Linguistic Programming Coaching Division  
\*\* International Coaching Federation

## Coaching Your Team (CYT)

### Course Outline

It is difficult to successfully lead without also developing your key personnel to operate at their highest level of potential. To do this effectively it is helpful to understand the process of coaching. While coaching is often reserved as a perk for top management, there is huge value in management themselves being able to use coaching tools to unlock the potential of their team members. Fortunately these techniques are relatively simple and readily accessible with a little training.

This one day course introduces a series of core coaching competencies and allocates adequate role play time for participants to practise using coaching skills so that they can return to their teams and drive change and performance within their sphere of influence.



### Learning Objectives

By taking this course, participants will:

- Learn the coaching mind set and the fundamentals of coaching.
- Develop a template coaching plan which will serve as the coaching record with team members.
- Use a series of introductory coaching tools and apply them to your business needs.
- Learn the 3D Coaching Model and how to generate questions that focus on each of its elements.
- Use a series of advanced coaching tools and apply them to your business needs.

- Practise all tools and techniques, receive appraisal and develop a plan for applying to their business needs.

As well as instructor led presentation, this content includes numerous group break outs and exercises to engage participants and encourage them to consider and apply the techniques to their business situations.

*This course is available in full day and 2-day modules, for up to 12 people. Additional participants quoted upon request. Level: Advanced.*

### Course Content

#### PART 1: PRINCIPLES IN COACHING

##### The Coaching Mindset

When applied correctly coaching is an indispensable tool for unlocking potential however what is a coach? How does coaching differ from managing, mentoring or teaching and when do we use coaching to maximise impact rather than one of these others? These are the sorts of questions that are addressed in this introduction so that we can use coaching techniques as part of our leadership toolkit.

##### Developing a Coaching Plan

Any coaching assignment requires a coaching plan which is normally written by the coaching client under direction from the coach. When correctly drafted, the coaching plan is a reference document giving momentum, direction and accountability. It is an essential coaching tool that shall be introduced in this section with suggestions for templates.

##### SMART Goals

An essential part of any coaching engagement is to set meaningful goals from the outset that will drive behaviour. While many people have heard of SMART goals, few actually implement them. In this section participants develop SMART goals for the training and in the process learn how to correctly develop their goals to increase the chances of success.

#### Part 2: Coaching Techniques & Application

##### Coaching Tools Part 1

There are literally hundreds of coaching tools used to assist coaches in delivering their message and enabling change for the coaching client. Many of the tools are effectively metaphors; stories or concepts wrapped in allegory to allow the listener to interpret the meaning without the meaning being presented as a fait accompli. In this section three introductory coaching tools are introduced and attendees are challenged to contextualise their use within their teams.

##### Exercise: Application of Coaching Tools Part 1

##### Effective Feedback Models

Based on well-established linguistic techniques and influencing principles, this section introduces a weaponry of techniques that can easily be integrated into any communication including giving sensitive feedback. Techniques include amongst others; the feedback sandwich, linguistic framing and ego-based loops. The objective is to be able to give difficult messages in a way that they are received constructively, while the recipient is treated with respect and remains well disposed towards the deliverer of the feedback.

**Coaching Tools Part 2**

A Two advanced coaching tools are introduced for assisting in the process of better understanding the coaching client, creating change and developing a robust and actionable coaching plan.

**Exercise: Application of Coaching Tools Part 2**

**PART 3: ROLE PLAY**

The theory and techniques introduced in parts 1 and 2 are not particularly complicated individually. The challenge is to use the appropriate tool at the appropriate time and to resist prior tendencies which for senior managers are often embedded. This section centers on role play in which course attendees act as coach and coaching client and deliver feedback to each other is therefore a critic.

## Impactful Career Conversations (Code: ICC)

### Course Outline

Human Resource Business Partners are increasingly looking to position themselves as a value added partner to the business, creating ongoing value for their stakeholders rather than a transactional resource to be called only when needed.

Accordingly, this Impactful Career Conversations training has three primary objectives:

- (i) to position the HRBP as a trusted advisor with their stakeholders, shifting the relationship towards one of ongoing value added advisory;
- (ii) to give the HRBP to tools to conduct career conversations for the purpose of supporting the career progress of their stakeholders;
- (iii) to equip participants with a script for conducting such conversations in a repeatable and effective manner.



### Course Content

#### MODULE 1: HOW TO BE A TRUSTED HR PARTNER

##### The Structure of Career Conversations

Holding a career conversation focused on development and growth is an acquired skill that requires both structure and tools that can be used to drive change. In this opening section, how to structure the career conversation and a series of coaching tools are introduced. During the training this structure introduced will be built upon to achieve one of the primary objectives of this investment; to provide HRBP's with a referenceable and repeatable structure so that they can hold conversations that promote career development and general stakeholder problem solving.

Areas covered include:

- how to build stronger connections with stakeholders;
- framing confidentiality to build trust;
- how to use active listening;
- using the GROW methodology within an active listening framework;
- using linguistic hooks to capture attention and create momentum;
- quick application coaching tools to facilitate personal empowerment as a tool for helping stakeholders to achieve ;
- group exercises to practise the skills taught.

##### Review Session

In order to increase the adoption of the skills and techniques taught, the session will conclude with a 15-minute review whereby participants individually list their top takeaways from the training, then as a group discuss. The objective is to identify the minimum skills adoption required by the team and drive commitment to group improvement.

#### MODULE 2: TRUST AND LANGUAGE PATTERNS

##### Using the Trust Formula to be a Trusted Advisor

After introducing the trust formula, participants are challenged to identify specific actions they can take to address the issue of trust, which are then applied to a bespoke case study which will be developed in partnership with a senior HRBP. The objective is to give every participant a list of actionable best practises for positioning themselves as a trusted advisor and asset to the business.

##### Directional Language Patterns

Sometimes it is necessary for a HRBP to control the direction of a conversation in order to keep focus and energy on the correct content. For example, it is easy for an employee to shift a discussion in the direction of salary or promotion, when the relevant focus should be elsewhere in order for the employee to achieve their end goal. In this section a set of directional language techniques are introduced which can be used to shift the focus back on to the employee.

##### Answering Challenging Questions

Challenging questions are a fact of life and how we deal with them impacts the perception others have of us. The ability to think on our feet, take a step back and consider options without losing control or visibility of the conversation structure are key attributes to being an effective HRBP. In this section we introduce a series of tools that can be used to deal with such situations and challenging questions, giving the HRBP the confidence required to deal with them. Skills taught include managing emotions, the use of linguistic frames, showing empathy (verbal and non-verbal), and active listening (covered in session #1).

##### Review Session

In order to increase the adoption of the skills and techniques taught, the session will conclude with a 15-minute review whereby participants individually list their top takeaways from the training, then as a group discuss. The objective is to identify the minimum skills adoption required by the team and drive commitment to group improvement.

### **MODULE 3: MANAGING CAREER CONVERSATIONS**

#### **Future Focus**

In this section we cover three areas; (i) how to frame the opportunities in a way that will encourage enthusiasm from the employee; (ii) guidelines for ensuring follow through on discussions and/or action plans, and (iii) how to leave the door open for repeat conversations and empower the stakeholder to initiate such communication/advice seeking. This section is designed to support framing career conversations that generate momentum with the employee. This is an important part of the overall structure as it creates a psychological 'uplift' designed to finish the conversation on a positive note.

#### **The Final Script, Role Plays and Scenario Sharing**

The training concludes with revisiting, enhancing and finalizing the career conversation script template before using it in the preparation of role-playing scenarios where participants are required to hold a career conversation and position themselves as a trusted advisor. Participants will have the opportunity to prepare in groups as both HRBP and stakeholder and then either play the role or be an observer and give feedback with the aim of identifying best practises based on the content taught during this and preceding sessions. Post-role play, participants are invited to share the most difficult interactions they have experienced and reflect how the skills taught could be applied to future such scenarios

#### **Review Session**

As in module #1, we conclude with a 15-minute review whereby participants individually list their top takeaways from the training, then as a group discuss. The objective is to identify the minimum skills adoption required by the team and drive commitment to group improvement.

#### **Who Should Take This Course**

Managers, Leaders, Business Owners, professionals, external client facing executives, any and all executives who would benefit from becoming more inclusive at work. This training can be tailored to different levels in an organisation.

## CONTACT US

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