

THE IN-HOUSE TRAINING COMPANY

Results coaching in 60 seconds – foundation course

Overview

True coaching is all about measurable performance improvement. Done properly, it engenders immediate commitment, responsibility and accountability towards specific and relevant business objectives. This unique course will help you do it properly.

Why unique? Because 'Results coaching in 60 seconds' – RC60™ – is a proprietary coaching methodology. Easy to master but producing powerful results, it is an increasingly popular approach and is now used within numerous UK and international organisations including HBOS, W H Smith, Barclays, Leisure Connection, Avnet, GSK, Sun Microsystems, Leicester City Council, Bluewater Shopping Centre, Avon Cosmetics, Standard Life, MTV, Orange, PricewaterhouseCoopers, BBC, Bank of England, BAE Systems, AT&T, HSBC, Addenbrookes NHS Trust, Standard Life, Accenture, Babcock, Centrica, Dell, DHL, Dixons, EDS, ICAEW, Severn Trent, Shelter, Disney Stores Europe, Vodafone – and many, many others.

The course generates stunning feedback, as the following examples show:

'RC60™ is the most flexible coaching tool I've come across to date. As a tool it has enough structure in order to get results and can be used in a fresh way every time. A fantastic experience - definitely worth the time.'

Jo White, Halifax Bank of Scotland plc

'We improved our sales performance by 362% in eight weeks. This is probably the best course I have ever been on.'

Bruce Rioch, Barclays Bank plc

'I like the simple but focused approach to coaching that you advocate and it works. I can't believe it. A coaching session that usually takes me 45 minutes has just taken less than 5 AND I got a better result.'

Philip Parker, Sun Microsystems

'I wanted you to know how much RC60™ has helped me. Last quarter was my most successful and enjoyable in my working life so far and I believe this is down to the fact that I have a much better understanding of myself and my responsibility towards those I coach. My line manager tells me he has seen a massive change in my personal development since the workshop and the highlight of the last three months was being nominated as Regional Sales Coach of the year and receiving an Area Award for my work as Sales Coach. My Area was number 1 in England and Wales for Q4 2005 which was an amazing achievement. Thank you!'

Kate Parsons, Halifax Bank of Scotland plc

'I would recommend this programme to anybody in any walk of life with any type of work role. Excellently delivered, with style, humility and genuine enthusiasm.'

Carl Johnson, Bluewater Shopping Centre

Training objectives

Having attended this event participants will be better able to:

- Use coaching to improve any area of performance in a matter of moments
- Coach more aspects of performance in much less time
- Understand precisely what motivates people
- Save valuable business time and improve performance
- Sustain high levels of motivation
- Keep themselves and others highly focused throughout the day
- Reduce stress levels and improve performance simultaneously

Above all, they will learn how to use coaching in such a way as to maximise a person's natural potential to improve their performance and engender lasting commitment, responsibility and accountability to achieve specific business objectives.

Audience

All line managers who need to secure measurable performance improvement from those who report to them.

Format

This highly-interactive two-day course features an array of materials and follow-up support, including:

- **Course manual and paperback book** Contains more than 350 60-second coaching tools and techniques.
- **Personal profile** Participants will be given a summary of their 'Enneagram' type, essential to effective coaching.
- **Follow-up telephone seminar** Four weeks after the course the participants will be invited to take part in a live telephone seminar where they can have the opportunity to learn even more tools and techniques and have questions answered by the expert trainers.
- **Follow-up email coaching programme** Participants will receive a new 60-second coaching tip / insight each day for eight weeks so that they can more easily integrate RC60™ into their everyday experience.

Special features

This programme is accredited by the Institute of Leadership and Management (a division of City and Guilds) in conjunction with Chapel Associates. Participants can choose to submit assignments after the course and, if successful, will be awarded the ILM Level 3 Certificate in Coaching.

A written course outline cannot do justice to this programme, so if you are tempted by it but want to see it in action first, why not 'try before you buy'? The expert trainers run their own consultancy, which presents open programmes on a regular basis, so if you want to sample the course first just give us a call and we will put you in touch.

The expert trainers

Anne developed her passion for enabling people to develop performance coaching skills and cultures to produce measurable results while working for Barclays Bank. After fourteen years there in a senior sales management role, she left to establish her own consultancy firm delivering training and coaching programmes to companies in the UK and abroad. She developed the holistic RC60™ coaching system herself and went on to design and deliver a complete series of training programmes that has now established the RC60™ (Results Coaching in 60 Seconds) brand to wide acclaim.

Amarpal began his career as a pharmacist but his interest in emotional intelligence led him to leave pharmacy to create, develop and practice Natural State Technologies (NST™). With more than ten years' experience in the field – and as a Master NLP Practitioner who has studied with some of the world's leading experts in the field of emotional intelligence – he developed his own unique emotional intelligence models and techniques to help people understand themselves and feel more relaxed, confident and focused on a daily basis, whatever the situation. Amarpal is joint author, with Anne, of the *Results Coaching in 60 Seconds* book.

Anne and Amarpal have received excellent feedback for their RC60™ training, as the following comments demonstrate:

'I think it's absolutely amazing. I've never seen anything like it. It's so different and interesting. I look at people so differently. I've got so much information that is so useful and is going to make me succeed and all my coaches succeed. We are going to be the best in the area! Those who don't go for this course don't know what they are missing!'
Halifax Bank of Scotland plc

'Superb! Reinforced previous learning. The Enneagram model provides the key framework on which to apply results coaching by recognition of emotional resistance to success.'
Leisure Connection plc

'If you really want to be an effective performance coach - DO THIS PROGRAMME! Get more than you ever imagined out of it. The best course I have ever been on. Very worthwhile.'
Barclays Bank plc

'Very thought-provoking and realisation that all managers can improve. The content of the course was very good and the best part that impacted me was the Enneagram. I have learnt a great deal about myself – 2 great coaches. 10 out of 10!'
West Quay Shopping Centre, Southampton

Course outline

DAY ONE

1 Introduction and objectives

2 What is coaching?

- Definition of coaching
- The differences between coaching, training, mentoring and counselling
- Rules of coaching for the coach and the coachee
- Positioning coaching in the workplace
- The fundamentals of coaching
- Effective questions
- *Participants work to demonstrate the lessons learned during this part of the agenda*

3 The RC60™ coaching system

- The Accelerated Coaching Model
- Three key steps to success
- Eight coaching strategies to choose from and the benefits of each
- Selecting the best strategy to use
- How to use this system in 15 minutes and in 60 seconds

4 The 'Natural Coaching State'

- The importance of being in your 'Natural Coaching State' and discovering what that means for you
- The Saran Model
- Emotional intelligence and its role for the coach and the coachee
- Releasing techniques
- Present moment awareness
- Mind control
- *Participants work to demonstrate the lessons learned during this part of the agenda*

5 The Enneagram

- What is the Enneagram?
- Benefits of using the Enneagram
- Nine types of coach and coachee
- The Enneagram triads
- Identifying the types in others
- Core motivational drivers of each type
- Identifying your type
- Strengths and weaknesses as a coach – what is likely to trip you up as a coach and how to prevent that from happening
- *Optional questionnaire included for those wanting to more accurately determine their Enneagram type*

DAY TWO

6 Business coaching strategies

- The eight coaching steps to RC60™ in detail
- Common coaching mistakes – what to avoid
- Developing strong coaching relationships
- Identifying performance blocks
- Handling fear – removing emotional blocks to a better performance
- Increasing natural motivation and commitment
- Transforming behaviour
- Formulating successful action plans
- Reviewing performance using coaching
- Building and sustaining coaching momentum
- Developing self-coaching skills in others
- *Participants work to demonstrate the lessons learned during this part of the agenda*

7 Practice sessions

8 Review

- Questions and answers
- Course review
- Sustaining your coaching skills development after the programme
- Resources available
- Action plans to continue coaching skills development

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**TO DISCUSS YOUR TRAINING REQUIREMENTS
PLEASE CALL 01582 469080**

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