

“think  
learn?  
succeed

“smart training for clever people”

# Coaching Starter Pack



# Welcome to Think Learn Succeed coaching

Congratulations. By downloading this starter pack you've taken an important first step on your journey to success. If you want to develop your communication skills, build your expertise or accelerate change, coaching can help you do it. Right now, you probably have a few questions about what coaching is and how it works. This pack will answer those questions.

## What is coaching?

Coaching is a partnership, in which one person helps another to learn. People have been using coaching techniques to help each other learn for thousands of years. The first evidence of a coaching-style relationship dates back 40,000 years, to a cave in France. On the wall of that cave are pictures made by novice and experienced painters working together. We like to think of these as examples of collaborative learning through doing. In other words, coaching.

Coaching is a dialogue-based process. Your coach, Eleanor Shakiba can help you learn by:

- Supporting and challenging you in order to promote learning
- Sparking confidence-building insights and experience
- Confronting attitudes and behaviours that undermine your success
- Teaching the 'micro skills' required to shift communication behaviours
- Providing self-assessment tools which will promote reflective learning
- Providing feedback on thinking patterns and behaviours that hold you back

In between coaching sessions, you will have tasks to do. For example you might complete a personality profiling questionnaire, create an action plan, do some research, seek feedback from someone you trust, read relevant articles or have a conversation that will move a relationship forward. These activities are designed to help you achieve your goals successfully.

## Why choose coaching?

If you have a specific skill you want to develop or problem you need to solve, you're an ideal candidate for coaching.

Unlike group training, coaching addresses YOUR specific goals and issues. So you'll find it a time-efficient way of learning. Remember that coaching is for people who are basically well-adjusted and who want to make changes. Unlike **counselling**, coaching does not explore your past or address emotional concerns. Coaching is a process for developing new behaviours and thinking patterns. It focuses on what is happening now and how you can achieve a goal for the future. (If you're wondering whether you need counselling or coaching, take our [questionnaire](#) here.

Choose coaching because you:

- Want one-to-one attention
- Have a clear topic or question to focus on
- Are willing to take responsibility for your own learning
- Would like feedback on your current behaviours or thinking patterns
- Enjoy solving problems for yourself

## What coaching process will your coach use?

Great coaching inspires change and is thought provoking. Each coaching session is a guided conversation which focuses on developing your skills and solving problems. Think Learn Succeed coaches use the Solution Focussed coaching model. This involves the setting of session goals, assessment of your real life challenges, micro skills training and active problem solving. During each coaching session, your coach will guide you through three key steps.

- Formulation of goals for the coaching session
- Analysis of the issues you want to address
- Development of strategies to change your thoughts, behaviours or communication habits

Remember that Eleanor won't tell you what to do, because that's not what coaching is about. But she will ask strategic questions, prompt you to think in new ways and give you honest feedback. She may also give you suggestions about books to read, videos to watch or people to connect with. But, ultimately, YOU will decide what action to take.

## What type of coaching will be best for you?

There are lots of different sorts of coaching. For example, you might have heard of 'life coaching', 'career coaching' or 'success coaching.' Different coaches focus on different areas. Our expertise in applied psychology means we focus on communication and conflict management coaching. Here are the types of coaching you can sign up for with Think Learn Succeed.

### Communication coaching

Communication coaching can be used to improve your personal influence, interpersonal savvy, presentation skills or writing skills. Eleanor can help you:

- Handle conflicts and difficult people
- Speak up for yourself assertively
- Get others to listen to you
- Improve relationships at work or at home
- Negotiate with others

### Conflict management coaching

If you're having issues with team conflict or difficult people, this is the right program for you. Your coaching program can help you:

- Identify any core problems underlying a conflict
- Plan your approach to managing or mediating a conflict
- Be assertive when raising or discussing problems
- Handle others' negative reactions or emotional outbursts during conflict
- Rehearse for tough conversations

### Presentation skills coaching

Presentation skills coaching focuses on improving your public speaking skills. In your sessions you'll get one-to-one attention, advice and training. Your coach can help you:

- Write a great speech
- Deliver a dynamic presentation
- Handle tough audiences

- Answer questions about your speech
- Overcome stage-fright

## **Performance management coaching**

This type of coaching is for supervisors and managers who need to handle staff with performance problems. In your sessions, we'll focus on ways to give feedback and/or manage disciplinary processes. Eleanor can help you:

- Identify performance problems
- Give feedback
- Set boundaries with difficult people
- Manage behavioural issues

## **What logistics are involved?**

Your coaching sessions will be held on Skype. Please check that you have a reliable internet connection which will support video calls. Generally, it is best to space your sessions three to four weeks apart. You can purchase packs of 3, 6 or 12 sessions. Your full package must be paid for before dates for your sessions are confirmed.

## **Cost**

The cost of each one hour session is \$220 including GST. You can sign up for packs of 3,6, or 12 sessions.

## **Terms and conditions**

If you cancel or reschedule a booked session with less than 2 working days' notice, the full cost of that session will deducted from your package. In other words, you will be charged for that session. No refund is given for cancelled or rescheduled sessions unless a medical certificate is supplied. This ensures that you maintain the momentum of your program. Your coach cannot take responsibility for last minute changes to your schedule or work commitments.

## **Confidentiality**

All information discussed during coaching sessions will remain confidential and will not be disclosed to any third party unless you provide written authority to do so. Please note that there are some exceptions to this right to confidentiality under the law. These include situations in which a client reports being a danger to themselves or another person, or in which a child under 16 is being harmed.

Between sessions, information and resources might be sent to you by email. Please keep this in mind when providing your email details – choose your private account if you do not want coaching materials going to your workplace.

## **Responsibilities of your coach**

Your coach will be punctual and work with you at the scheduled time. She will be non-judgmental, focused and empathic. She will help you learn by asking high quality questions, challenging you in constructive ways and providing resources to accelerate change.

If you raise any issues that should be handled by a health professional or mental health expert, Eleanor will advise that these issues should be dealt with by an appropriately qualified person.

## Copyright of coaching materials

Think Learn Succeed retains the copyright of any documents or training materials which are provided during your coaching program. You may not reproduce or distribute these in any way without written approval from Think Learn Succeed.

## How do you get started?

1. First work out how many sessions you need. You can choose 1,3, 6 or 12.
2. Read our booking terms and conditions
3. Contact our office administrator, Emma, to reserve times for your session. You can email Emma on [admin@thinklearnsucceed.com.au](mailto:admin@thinklearnsucceed.com.au) or call her on 03 86804974. Remember that your bookings are tentative until you have paid for your package. We will hold your dates for 3 days, so you will have ample time to complete your online payment.
4. Pay for your package [here](#). Once your payment is received, your session times will be confirmed.
5. Fill in your coaching profile sheet and email it to [eleanor@thinklearnsucceed.com.au](mailto:eleanor@thinklearnsucceed.com.au). The profile sheet is on the next page.
6. Eleanor will call you on Skype at your session time. Eleanor's Skype address is Eleanor.shakiba1

## Coaching Sign Up Sheet

So, are you ready to get started? Then it's time to tell Eleanor a bit about yourself and what you want to gain from your coaching program.

Your name:	
Skype name:	
Day phone number:	
Mobile phone number:	
Email address:	
Postal address:	
Focus area for your coaching	<input type="checkbox"/> Communication coaching <input type="checkbox"/> Conflict management coaching <input type="checkbox"/> Presentation skills coaching <input type="checkbox"/> Performance management coaching
<b>How do you think coaching will help you?</b>	
<b>Goals for your program:</b> Please list 2-3 goals you would like your coach to help you achieve. Or 2-3 topics you would like to explore.	
I agree to the terms and conditions in the coaching starter pack and understand the rescheduling/cancellation policy. I hereby consent to commencing the coaching program.	
Your name	Your signature

## Session Preparation Form

Once you've finished your first session, use this form to prepare for each following session. Please email the form to Eleanor two days before each session.

1. What I found most useful about the last session.

2. What I've achieved since last session.

3. What I didn't get done and why.

4. What I want to focus on in my next session: