



## What to expect from your coaching with Ascend HR

According to the International Coach Federation, coaching is ‘partnering with clients in a thought-provoking and creative process that inspires them to maximise their personal and professional potential’, which is particularly important in today’s uncertain and complex environment.

Coaches honour the client as the expert in their life and work, and believe every client is creative, resourceful and whole.

Standing on this foundation, my responsibility as your coach is to:

- discover, clarify, and align with what you want to achieve
- encourage your self-discovery
- elicit client-generated solutions and strategies
- hold you responsible and accountable.

If you are ready for coaching, this process can help you dramatically improve your outlook on work and life, while improving your leadership skills and unlocking your potential.

### Why have coaching?

People seek coaching for many reasons, for instance when:

- something urgent, compelling or exciting is at stake (a challenge, stretch goal or opportunity)
- a gap in knowledge, skills, confidence or resources exists
- a desire to accelerate results emerges
- there is a lack of clarity with choices
- success has started to become problematic
- work and life are out of balance, creating unwanted consequences
- core strengths need to be identified, along with how best to leverage them.

“If you want be pushed just a little bit, if you want to be given permission to feel you have the ability to do your job by an independent person, not your family, friends and staff (bless them but they’re hardly going to tell you you’re rubbish), if you want an interactive conversation not a counselling session or time on the psych couch, Kylie’s your woman!” –

*National President, major staff association*

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## What are the benefits of coaching?

Professional coaching can bring many benefits, including:

- fresh perspectives on personal challenges
- enhanced decision making skills
- greater interpersonal effectiveness
- increased confidence
- increased productivity
- improved satisfaction with life and work
- attainment of relevant goals.

## Why is coaching different?

Professional coaching is **future-focused**: setting goals, creating outcomes and managing personal change.

Coaching is not counselling, therapy, or training. If you should need help in one of these areas, then we may agree to cease coaching and identify a provider in one of these fields for you to work with.

## What's the coaching process?

**Engagement**—Our coaching will begin with a personal interview (either face-to-face or by teleconference call) to assess your or your business' current opportunities and challenges, to define the scope of our relationship, to identify priorities for action and to establish specific desired outcomes. You may decide that we don't 'click' and choose not to go ahead with coaching at this point.

**Coaching sessions**—Coaching sessions may be conducted in person or over the telephone, with each session lasting an hour. Coaching to develop a strategy for a single specific issue usually requires about three (3) sessions, while coaching to change a behaviour or complex issue may take six (6) or more sessions. Our coaching sessions are usually held every two to three weeks, depending on the complexity and urgency of your situation. Between scheduled coaching sessions, I may ask you to complete specific actions that support the achievement of your personal goals. I may also provide additional resources in the form of relevant articles, checklists, assessments or models to support your thinking and actions. We will agree the duration of the coaching relationship depending on your needs and progress.

*"As a coach, I have found her extremely insightful, and she has a way of getting to the heart of the matter with extremely compassionate precision that I find remarkably challenging but at the same time supportive."*

*Kate Nesor ACC, Kate Nesor Executive Coaching and Consulting*

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## What are our roles?

As your coach, I undertake to:

- provide objective assessment and observations that foster your self-awareness and awareness of others
- listen closely to fully understand your circumstances
- act as a sounding board in exploring possibilities and implementing thoughtful planning and decision making
- champion opportunities and potential, encouraging stretch and challenge commensurate with your personal strengths and aspirations
- foster shifts in your thinking that reveal fresh perspectives
- challenge your blind spots to illuminate new possibilities and support the creation of alternative scenarios
- maintain professional boundaries in the coaching relationship, including confidentiality, and adhere to the coaching profession's Code of Ethics.

I expect you to:

- create the coaching agenda based on personally meaningful coaching goals
- use assessment and observations to enhance your self-awareness and awareness of others
- envision your personal and/or organisational success
- assume full responsibility for your personal decisions and actions
- utilise the coaching process to promote possibility thinking and fresh perspectives
- take courageous action in alignment with personal goals and aspirations
- engage in big-picture thinking and problem-solving skills
- take the tools, concepts, models and principles provided by the coach and engage in effective forward actions.

In the short time I have worked with Kylie she has helped me to work more efficiently, and to think differently in how I approach meetings to claw back more time for myself. She has also been particularly useful in offering some deep insights on giving and receiving feedback effectively and has a strong focus on transformative work practices. She is very generous in sharing her knowledge.

*Virginia, SES officer, Federal Government*

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## How can you get the most out of coaching with me?

To be successful, coaching asks certain things of you, all of which begin with intention. Additionally, you should:

- focus on yourself, the tough questions, the hard truths and your success
- observe the behaviours and communications of others
- listen to your intuition, assumptions, judgments, and to the way you sound when you speak
- challenge existing attitudes, beliefs and behaviours and develop new ones that serve your goals in a superior way
- leverage your personal strengths and overcome your limitations to develop a winning style
- take decisive actions, however uncomfortable and in spite of personal insecurities, to reach for the extraordinary
- show compassion for yourself while learning new behaviours and experiencing setbacks, and to show that compassion for others as they do the same
- commit to not take yourself so seriously, using humour to lighten and brighten any situation
- maintain composure in the face of disappointment and unmet expectations, avoiding emotional reactivity
- have the courage to reach for more than before, while engaging in continual self-examination without fear.

## How can we measure the success of your coaching?

Measurement may be thought of in two distinct ways: external indicators of performance and internal indicators of success. Ideally, both are incorporated and we will establish what these measures are up front.

Examples of external measures include achievement of coaching goals established at the outset of the coaching relationship, obtaining a promotion, performance feedback that is obtained from a sample of your constituents (e.g. direct reports, colleagues, customers, boss, your manager, you), personal and/or business performance data (e.g. productivity, efficiency measures). The external measures selected should be things you are already measuring and have some ability to directly influence.

Examples of internal measures include self-scoring/self-validating assessments that can be administered initially and at regular intervals in the coaching process, changes in your self-awareness and awareness of others, shifts in thinking that create more effective actions, and shifts in your emotional state that inspire confidence.

## Any questions?

I welcome all questions, so please contact me on [kylie@ascendhr.com.au](mailto:kylie@ascendhr.com.au) or 0414 624 672.

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