

COMMUNICATIONS COACHING

1-ON-1



“A great coach has the magical ability to identify raw talent, draw out the best in someone’s head, heart and body, and magnify the potential.”

- Anon -

Overview

Communications Coaching is a tailored service that gives individuals the opportunity to focus on personal communications challenges, in a private and supported environment. Drawing on the full range of Presentation, Facilitation and Influencing Skills among others, F2F creates an entirely customised program to enhance a participant’s skills in their own time.

This 1-on-1 format has become increasingly popular in organisations that:

- value targeted, personal development
- understand the significant returns of investing in select, key personnel
- are operating in an environment where more is often required from fewer staff.

Types Of Issues Participants may wish to explore:

1-on-1 Meeting Challenges:

- Managing Up
- Performance Management
- Dealing with difficult people
- Dealing with difficult issues
- Asking for resources persuasively
- Listening and questioning skills
- Rapport building
- Networking and influencing
- Interviewing technique

Presentation Challenges:

- Clarity and structure
- Dealing with difficult questions succinctly and effectively
- Impromptu presentations
- Speaking on a less familiar topic
- Presenting to senior management
- Pre-presentation nerves
- Being relaxed and yourself
- Making it engaging and persuasive

Group Meeting Challenges:

- Focus: Having a clear purpose
- Being an effective facilitator
- Managing the people
- Managing the time
- Handling issues such as opposition, going off topic and interjections
- Diplomacy and assertiveness

Writing Challenges:

- Writing for a diverse readership
- Making it clear and easy to read
- Effective layout
- Too blunt? - How to build rapport
- Too detailed? - How to get to the point without being curt
- When to use and avoid email

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Process

There are normally 5 steps involved:

Initial meeting to understand the participant's needs and aspirations.

Interviews with 5 nominees to create a communications 'audit' report

6 x 1½ hour coaching sessions, spread over 2-3 months. Sessions include: training; preparation for upcoming meetings; rehearsal or role-plays; practice; and feedback

Between sessions the participant implements the new tools and reports back on results for discussion, fine-tuning and further practice.

This service is equally effective if conducted by phone for interstateers.