

Be Your Personal Best

# Customer Strategy & Planning 2018

23<sup>rd</sup> – 24<sup>th</sup> April 2018  
The Majestic Hotel  
Harrogate



Raising Standards in  
Customer Operations



#ForumConf



Be Your Personal Best

# Coaching & Development Workshop



Raising Standards in  
Customer Operations



#ForumConf

- Introduction to Coaching
- Points of View
- Market Place
- Co-Coaching
- Reflections
- Next Steps



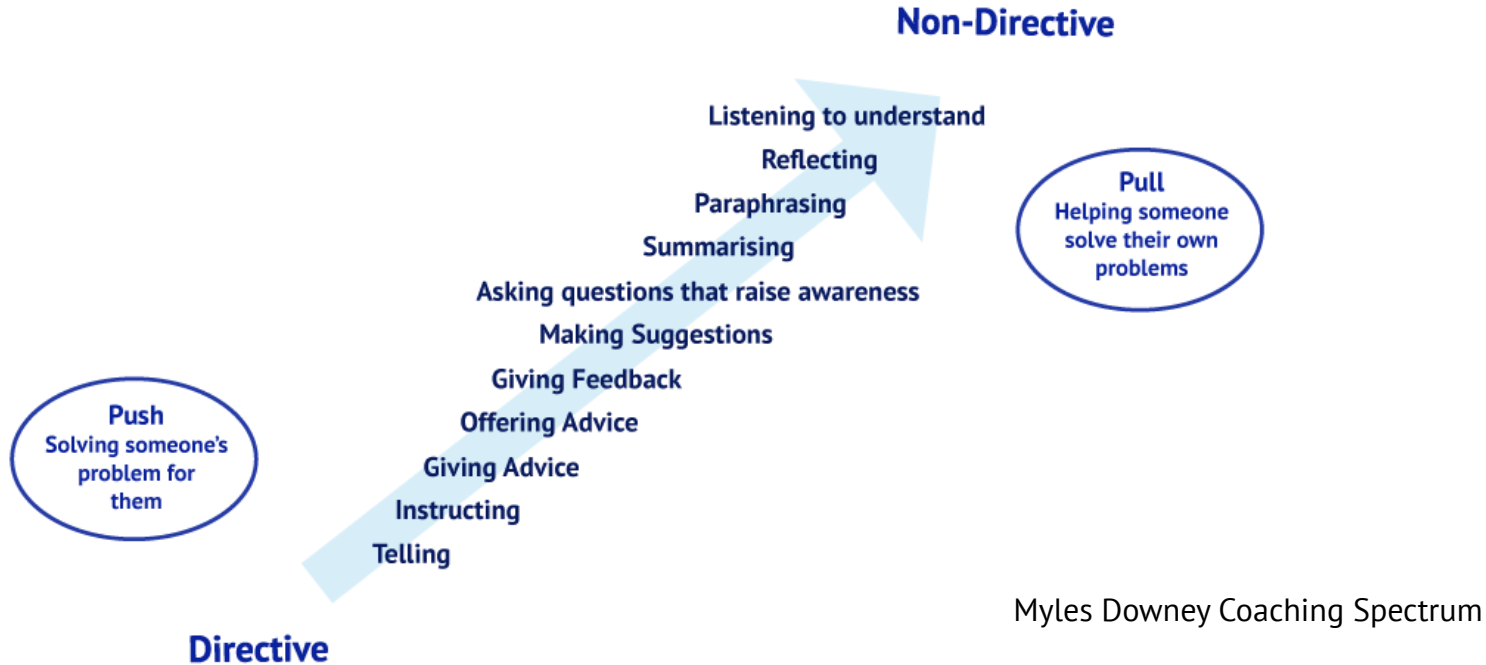
**Nicola Callan**

Director  
The Forum

## What is coaching?

## What is coaching not?

## Directive vs. Non-Directive





**Claire McMahon**  
Membership Team Manager  
The Forum



**Clive Wilson**  
Director  
Primeast



**Jamie Gough**  
Service Delivery Manager  
RS Components

Curious

GROW

Circle of Control

Capable

GROW

Coaching Cards

Perceptual  
Positions

Champion

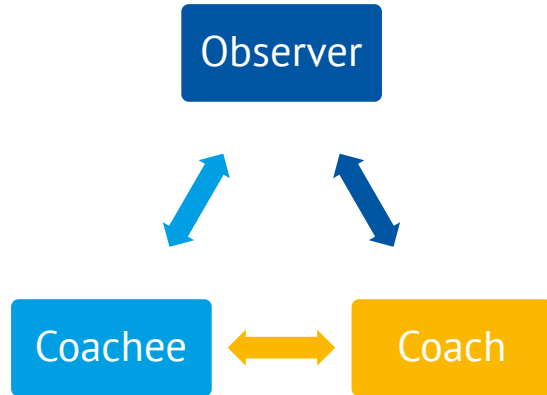
Transactional  
Analysis

Neurological  
Levels of Change

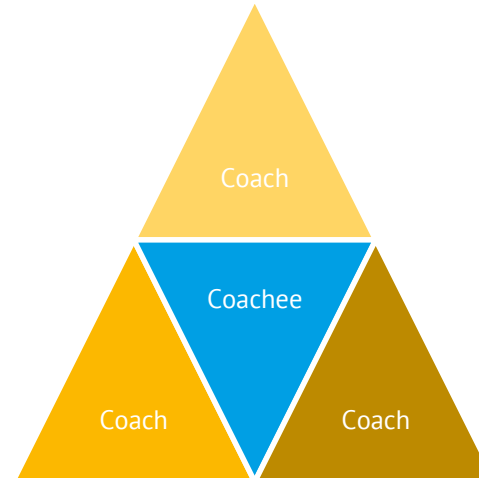
Autobiography in  
5 Chapters



## ■ Coaching Triads



## ■ Group Coaching





Take time to write down in your conference handbook:

- What you found most interesting and relevant for your organisation
- Key takeaways from this session and ideas you could implement
- How you could share these ideas with others

Complete a feedback form to acknowledge and thank the presenter(s) or to note something which may not have met your expectation



**Read This**



**Talk to us!**

Coaching

Coaching Development

Accredited Qualifications