

# Executive Coaching

---

## **Our Approach to Coaching**

We believe that coaching is the most powerful intervention for leaders facing tough challenges. And when there's a need for significant change too.

We work with a robust coaching process that supports and challenges leaders to maximize both their performance and potential; and in doing so maximize the potential and performance of the people they lead. Our coaches are all accredited by our sister company - iOpener Institute for People and Performance (IIPP) - in the Science of Happiness at Work™; a field that IIPP has researched and developed over the last six years. This means that our coaches can administer assessment tools which quickly highlight what factors are currently impacting the performance (both good and bad) of leaders and their teams.

Through this we are quickly able to build insight, self-awareness and self-leadership, so that leaders can boost their own resources. That way they'll continue to embrace the challenges that senior roles bring and adapt as the commercial and organizational context changes. We do this by focusing on the elements that we know from IIPP's research increase performance.

Our coaches are experienced professionals who work regularly with senior leaders within global organizations. They all have a recognized coaching qualification requiring study and practice of a year plus at least 5 years experience as an executive coach. They hold accreditation in a variety of assessment tools e.g. NEO and all of them are accredited to use the Science of Happiness at Work.

Additionally all our coaches are regularly assessed against our competence framework. And all our coaches work with a supervisor.

## **Coaching Process**

We recommend working with a six-step process.

### **Step 1 - The need**

You brief us on the coachee's background, profile, overview and a rough idea of what they hope to gain from coaching.

### **Step 2 - Coach selection**

We supply you and the coachee with the biographies of two to three possible coaches we believe would be a good match. We then arrange phone calls or meetings for those coaches that the coachee is interested in working with. Each phone call is likely to be of between 20-30 minutes duration. The coach then either:

1. Confirms which coach he/she would like to work with, or
2. Asks us to put more coaches forward

### Step 3 - Contracting

This consists of:

- A three-way meeting with the coach, the coachee and the coachee's sponsor. e.g. their direct boss, their mentor, or HR/L&D. This meeting will clarify everyone's expectations and objectives. It will also confirm duration and frequency of the coaching sessions, how the coaching will be evaluated and confidentiality (who knows what and when, if anything).
- The option of a simple two-way meeting between coachee and coach where appropriate.
- A simple one-page contract to confirm what has been agreed.

### Step 4 – Complete IIPP assessment tool; iPPQ and coaching session 1

In this two hour session we will debrief findings from the iPPQ and then set specific targets for the coaching. These targets will be in the context of the findings from the iPPQ and the high level objectives agreed in step 3. The specific targets will be documented in the one page contract (see step 3) by the coachee and shared as agreed.

### Step 5 - Coaching

We recommend coaching sessions are scheduled for two hours each. We will be flexible in our approach, focusing on the needs of both the coachee and the organization.

### Step 6 – Re-assess, wrap up and closure

The coachee will complete the iPPQ again. The findings will inform the evaluation. The coach and coachee then jointly evaluate progress against the objectives and specific targets agreed in step 3 and 4. A summary of this evaluation will be documented.

## Who

Getting the right coach for the right assignment is something we pride ourselves on. We spend a lot of time working out who would be the best fit for any coachee we engage with. We will take the coachee's preferences, experience and current challenge into consideration before we recommend any of our coaches. We are confident that we can field coaches of the right fit from our pool of 20 experienced, high-caliber professionals.

To read more about the work of iOpener Institute for People and Performance please take a look at [www.iopenerinstitute.com](http://www.iopenerinstitute.com).



**iOpener Institute**  
for people & performance