

How we can help you...



**Coaching &
Training** Ltd.

Welcome to Coaching & Training

Our aim is to support you and your business achieve outstanding results by providing high quality coaching, training and facilitation.

We've been helping people to learn, grow and develop for many years, working with people in many businesses across a range of industries,

We work with clients to tailor make a solution that will achieve what you're looking for, because your results and your satisfaction are important to us.

By working with Coaching & Training Ltd, you also get access to a range of additional specialist facilitators for those larger programmes where we need additional support to respond to your needs.

So imagine for a moment where you or your business needs to be in 6, 12, 18 months time and take a look in the four dedicated

areas where we can work with you to challenge, stretch, develop and help your people grow.

Why? Because it's your people that are going to get you there and if they're developing - then so will your business.

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Supporting you with...

We have four main areas where we support people and businesses; our Leadership Suite; our Management Portfolio; the Team Locker Room and our Personal Development Toolkit. Click on each of the areas below to explore the type of development we provide. It's not prescriptive, because we'll tailor make each solution to suit your needs. It will, however, give you a good idea of the ways we can support you and your people. We're adding to this all the time, so if you can't see what you need here, talk to us and we'll design something just for you.



Leadership Suite
Leading People Through Change
The Leadership Challenge

Management Portfolio
Manager as Coach
High Performance Coaching
Team Meeting skills
Effective Business Partnering
Interviewing Skills (Selecting the right person)
A Managers First 100 Days

Team Locker Room
Collaboration
Delivering Excellent Customer Experiences
Become a High Performance Team

Personal Development Toolkit
Time Management & Personal Organisation
Problem Solving & Decision Making
Powerful Presentations
1:1 Coaching
Mentoring
Interviewing skills (Get that Job)
Train the Trainer

create drive change vision communication

LEADERSHIP

drive change vision communication

Leadership Suite



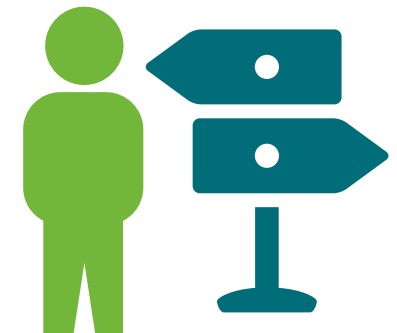
Leadership Suite

Leading People Through Change

What's it about?	What will I learn?	Is it for me? It is if you want to...
Developing the leadership skills to guide, challenge and support your people through changing times	How to lead people through change whilst also experiencing it for themselves	Prepare people to demonstrate strong leadership skills at most critical times
If ever there is a time to demonstrate your strength of leadership skills, it's in challenging and changing times.	The range of emotions and feelings people have during periods of change	Bring people with you during times of transition
This workshop really prepares leaders to successfully bring people along the change journey and to grow as a result	That change happens all of the time, therefore how we choose to respond is important	Ensure you have a stronger team as a result of change
A practical session which focuses people to lead well, whilst experiencing the change first hand for themselves.	How to engage with people productively no matter how the change is affecting them	Raise the level of Emotional Intelligence among your leaders, at any level in the organisation

“ Leaders become great, not because of their power, but because of their ability to empower others. ”

John Maxwell



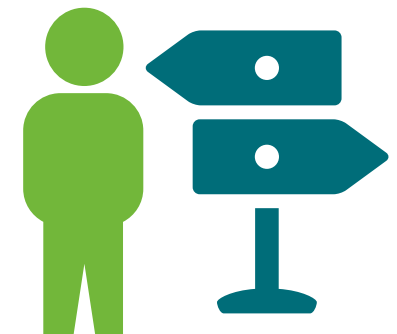
Leadership Suite

The Leadership Challenge

What's it about?	What will I learn?	Is it for me? It is if you want to...
Essentially this is about sharpening your people's leadership skills to drive your people and business forward	How to strengthen the capability of your whole team, by developing outstanding leadership skills	Take a Leadership Team and collectively raise the bar
Taking lessons from world class Leadership theory and helping your leaders to weave it into their own authentic style to continually improve	Recognise the strengths and weaknesses of your current leaders. Providing a clear plan for people to follow	Seriously develop the depth of leadership talent within your organisation
The more capable leaders are today, the more capable a workforce they build up for tomorrow	How to set a vision that aligns with both the organisation and your own personal values - leading to authentic genuine leadership	Focus your leaders on creating an inspirational and engaging work environment where everyone can give their best performance
	Ways to truly inspire your people and engage them in challenging, meaningful and rewarding work	

“ Great leaders don't set out to be a leader...they set out to make a difference. It's never about the role - always about the goal. ”

Lisa Haisha





Management Portfolio



Management Portfolio

Manager as Coach

What's it about?	What will I learn?	Is it for me? It is if you want to...
Helping Managers to develop the skills to also be a coach to their people	A great deal about yourself & how ready you are to coach	Be responsible for developing your team
Applying proven techniques to today's work environment	What impact you have and can have on others	Support your team to deliver outstanding results
Developing an engaging culture within the team & your business	Ways you can help others to develop and improve	Improve your management capability
Stretching and challenging your people to achieve great results		Apply these skills both in and out of work

“ What good is an idea if it remains an idea. Try. Experiment. Iterate. Fail. Try Again. Change the world. ”

Simon Senek



Management Portfolio

High Performance Coaching

What's it about?	What will I learn?	Is it for me? It is if you want to...
Inspiring your people further with top level coaching ability	Greater self awareness and your impact on others	Take your existing coaching skills to the next level
Learning and embed excellent coaching habits	How to stretch people beyond what you are capable of yourself	Challenge yourself through 'real' coaching assignments
Demonstrating an essential leadership quality by enhancing your own style further	How to review your own performance as a coach to consistently keep the bar high	Deepen your self awareness and emotional intelligence
Leading people to aspire beyond good and onto great performance	How to encourage others to access their most resourceful and creative states	Demonstrate an ability to move beyond good enough

“ You don't learn to walk by following rules. You learn by doing and falling over. ”

Richard Branson



Management Portfolio

Team Meeting skills

What's it about?	What will I learn?	Is it for me? It is if you want to...
Maximising the impact and output from your meetings	The basics elements of a great team meeting	Be known for running great meetings
Fully engaging your team to add real value at each meeting	How to prepare for an excellent meeting	Start to run meetings with your team for the first time
Inject an element of accountability and fun into your team meetings	The skills to facilitate great outcomes with your team	Improve the value you get by bringing your team together

“ It doesn't make sense to hire smart people and then tell them what to do; we hire smart people so they can tell us what to do. ”

Steve Jobs





Management Portfolio

Effective Business Partnering

What's it about?

Developing credible and sound business working relationships with your key stakeholders

Taking a proactive role in contributing to business success

Developing a higher level of management capability

What will I learn?

What is Business Partnering, and where did it come from?

How you measure up to the skills required to Partner your area of the business well

A deeper understanding of what your key stakeholders require to enable them to perform outstandingly well

Is it for me? It is if you want to...

Move into a Business Partnering role

Demonstrate new ways of working and supporting your business

Enhance your management capability in today's challenging business environment

“ Just wanted to let you know that the course was great, in fact (Sharon) was buzzing about it the next day in work. ”

Practice Manager, Wirral





Management Portfolio

Interviewing Skills (Selecting the right person)

What's it about?	What will I learn?	Is it for me? It is if you want to...
Simply, it's about making a really important decision. Appointing the right person!	How to identify what the 'right' candidate looks like	Undertake your selection and interview process competently
Can be quite daunting, identifying the most suitable applicant, so this session will really help	How to use a range of methods to assess your candidate	Receive feedback around how you're currently interviewing so you can continually improve
Deciding what's required, how to identify and then completing the process, we'll help you do this.	Deciding your assessment criteria	Pitch the right balance between challenging candidates whilst creating an environment where they can perform to their best
	Interviewing skills to allow your candidates to give their best, so you get the best	

“ Lots of very good tips and food for thought. ”

Questionnaire Feedback



Management Portfolio

A Managers First 100 Days

What's it about?
Either preparing potential future managers as part of an effective succession plan or providing a platform for newly appointed managers to build upon
Additionally, this programme can support those managers who have been in a management role for some time but had little time or chance to learn and develop the required skills
This programme content and duration can be easily customised to fit organisational timescales, budget and learners needs.

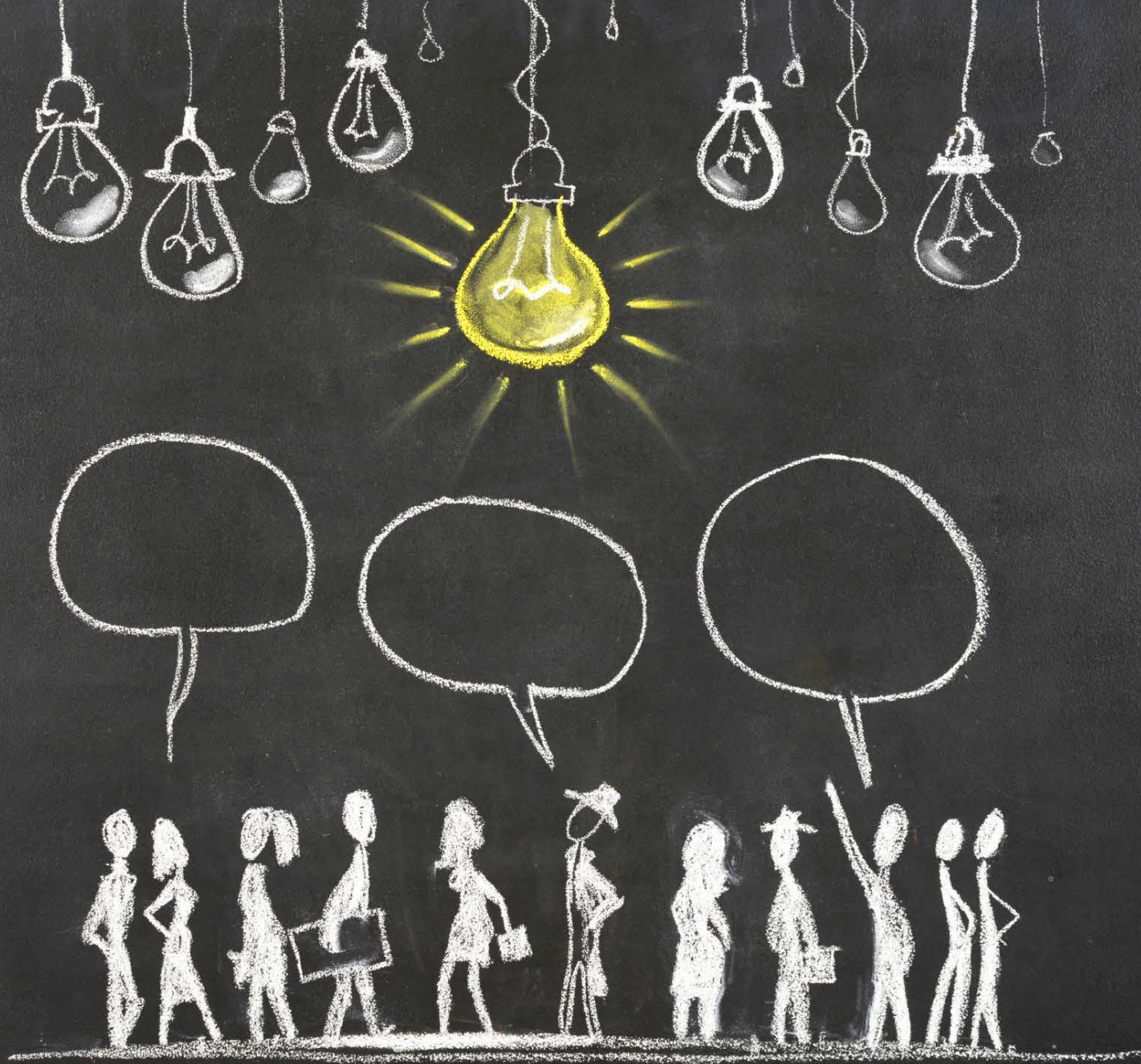
What will I learn?
The fundamentals around Managing and Leading
Motivation (of self and others)
Performance - 1:1's, team meetings, feedback, appraisals
Self Awareness - your style and your impact on others (making a great impact)
The Big Picture - The business, my role, my team, my vision and plan
Team Working - developing an engaging team culture
Personal Organisation, priorities and decision making
Developing Others - personal development plans, coaching and holding great conversations with your people
Performance Management - clarity in expectations, the performance gap, challenging conversations

Is it for me? It is if you want to...
Prepare for your first management role
Make a great start to your management career
Develop good practice quickly and effectively
Make the best impact with your new team

“Enjoyable, made it fun so I will remember it.”

Questionnaire Feedback





Team Locker Room



Team Locker Room

Collaboration

What's it about?	What will I learn?	Is it for me? It is if you want to...
Engaging the talents within a team to problem solve a business challenge	The true meaning of Collaboration - what it is and how to do it... well	Work productively and swiftly to achieve great business outcomes
This can be for a team that already works closely together	A deeper understanding of the business and a particular challenge	Strengthen the working relationships within teams / your organisation
Or, and this works really well, bring together a team of people from around the business who do not usually work together	A lot about yourself and how you work with your colleagues to achieve an outcome	Stretch your talented people with real life business challenges
Why not stretch your Graduates or Top Talent by setting them a real business problem to work through and overcome	A process that can be repeated over and over to solve business challenges	Actively engage your people in meaningful business challenges that leads to improved business results
	Individual skills, such as asking challenging questions, truly listening to colleagues and creative problem solving	

“When a team outgrows individual performance and learns team confidence, excellence becomes a reality.”

Joe Paterno



Team Locker Room

Delivering Excellent Customer Experiences

What's it about?	What will I learn?	Is it for me? It is if you want to...
Distinguishing yourselves from your competitors and delighting your customers with outstanding service each time, every time	That treating people how you want to be treated, isn't always the best way!	Challenge the norm and re-focus your team to truly change the way they deliver value to their customers
Demonstrating that you really mean it when you say 'our customers are at the heart of what we do!'	Individual skills that help your people provide outstanding experiences for both internal and external customers	Implement a high impact culture shift to emphasise the importance of the customer experience to the future success of your business
Providing your people with the high level skills to work together to deliver outstanding experiences	A language and straightforward models that help people remember how to deliver outstanding experiences for people	Raise the bar by providing industry leading skills to your people, supporting them to deliver an outstanding customer experience
Introducing a common language around your customer experiences that helps to deliver true culture change across your business	How line managers can build momentum to ensure you continually improve and deliver experiences your customers believe to be outstanding	Reinvigorate your people to take ownership of the customer experience and continually improve to stay ahead of the market

“Talent Wins games, but teamwork and intelligence wins championships.”

Michael Jordan



Team Locker Room

Become a High Performance Team

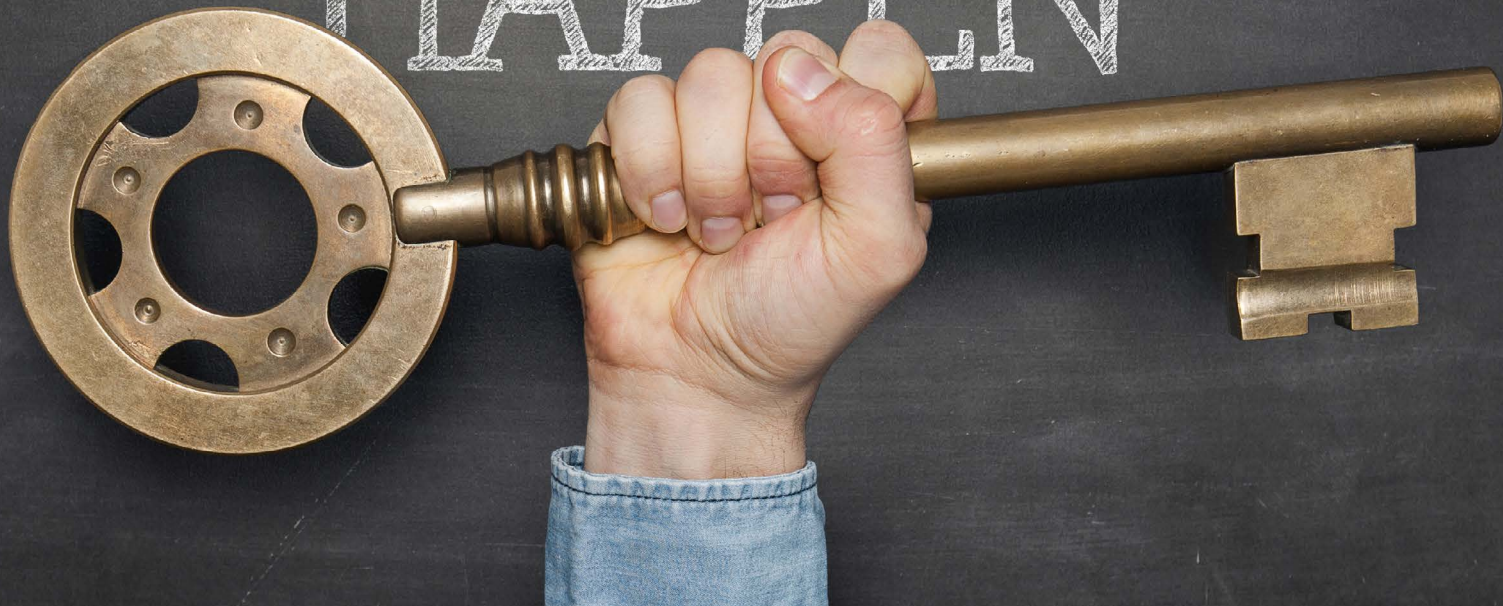
What's it about?	What will I learn?	Is it for me? It is if you want to...
Develop or improve working relationships that bring about a clear understanding of each other, trust and team goal engagement	A heightened sense of self awareness	Lead your team to the next level
Identify skills and behaviours required by your team to deliver successful outcomes and results	A deeper understanding of and stronger relationships with others in the team	Recognise the team and individual strengths and use them to deliver an even higher level of performance
Leading your team to know what a truly high performing team is and how they work together to deliver world class results	Critical high performance behaviours that will make your team deliver beyond expectations	Get your newly formed team off to a great start
Suitable for either newly formed teams to begin their journey to excellence or existing teams that need to re-focus and move forward	How your team currently measures up to the high standards required of high performing teams	Strengthen inter-team relationships, ironing out any conflict and building towards a successful future

“None of us is as smart as all of us.”

Helen Keller



MAKE
THINGS
HAPPEN



Personal Development Toolkit



Personal Development Toolkit

Time Management & Personal Organisation

What's it about?	What will I learn?	Is it for me? It is if you want to...
The art of management - doing the right things... and doing them well	How to focus on the work that really matters and that will provide the best results	Take more control of the ever increasing workload
Challenging you to reflect over how you currently work and based upon proven techniques make some changes that will produce noticeable results	You'll recognise how you currently spend your time and the preferences you have that may not be quite so helpful	Establish some simple processes and develop discipline for dealing with your day to day work
Exposing you to practical models and tools that everyone can apply to get the best results from the time we have	What actions you can take to set the right goals and prioritise all of the work you have	Discover ways to say 'no' to requests for your help, when previously 'yes' is the automatic answer
	Ways to deal with the endless requests and demands upon your time	Prepare for a new role you're about to take on and want to give yourself the best chance of success

“ Whether you think you can, or you think you can't. You're right. ”

Henry Ford



Personal Development Toolkit

Problem Solving & Decision Making

What's it about?	What will I learn?	Is it for me? It is if you want to...
Arming yourself with versatile management skills that will benefit you and your teams performance	Ways to analyse problems and discover the real root cause	Learn a range of techniques and prepare yourself for applying them in your workplace
Having a broad selection of techniques to use in the right situation	Creative problem solving techniques that you can use with your team	Demonstrate a great level of capability that really makes a difference in the workplace
Techniques that managers can use to challenge the thinking of the people around them	Alternative decision making techniques that allows you to present well considered and balance solutions	Shine amongst others when it comes to creating solutions: whether for your boss, your team or your customers
Arguably one of the most sort after skills in business right now - the ability to solve a problem!	How to put these tools and techniques into everyday use through some engaging activities	Increase your confidence that you're making well considered decisions... faster!

“Your time is limited, so don’t waste it living someone else’s.”

Steve Jobs



Personal Development Toolkit

Powerful Presentations

What's it about?	What will I learn?	Is it for me? It is if you want to...
Taking the fear away and replacing with a confident presenter delivering an engaging and impactful experience for the audience	Ways to communicate your message with impact and hold attention	Learn powerful techniques that will keep your audiences enthused
Building confidence in the presenter with individual and constructive feedback	Presenting to people in the same room or online	Reduce the fear factor and try out new approaches you've not dared before
	The best ways to use visuals to really enhance your presentation	Refine existing technique, ironing out any bad habits (we all have them!)
	Feedback that confirms your strengths and provides you with a focus for the future	Make your first presentation and want to start off on the right foot

“ There are no short cuts to any place worth going! ”

Helen Keller



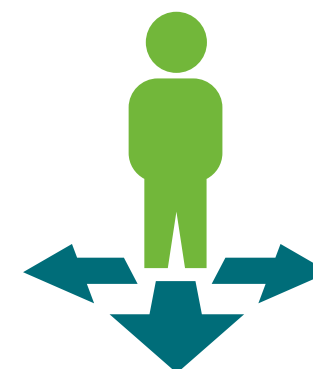
Personal Development Toolkit

1:1 Coaching

What's it about?	What will I learn?	Is it for me? It is if you want to...
<p>Focused personal development sessions with someone who can help you get to where you want to be</p>	<p>You'll definitely learn a lot more about yourself and what it takes to reach whatever your goal is</p>	<p>Take a tailored and focused approach to a key area of development</p>
<p>We'll help you define what you want to get out of the sessions and challenge and support you to achieve your aims</p>	<p>How to set yourself challenging and achievable goals</p>	<p>Demonstrate your commitment by supporting a member of your team to develop skills when sending them on a training course just wont do!</p>
<p>We have a flexible approach so can tailor a coaching programme to suit your needs</p>	<p>That sometimes a focused 1:1 coaching programme can make quicker and longer lasting impact in terms of improving skills</p>	<p>Stretch and challenge you or one of your people to reach their potential</p>
<p>All our coaches are qualified and carry a wealth of relevant industry and commercial experience</p>	<p>That you don't have to be ill to get better - demonstrate and fulfil your personal ambitions</p>	<p>Work with someone who can inspire you to achieve things you'd convinced yourself weren't possible</p>

“ Informative and well presented. ”

Questionnaire Feedback





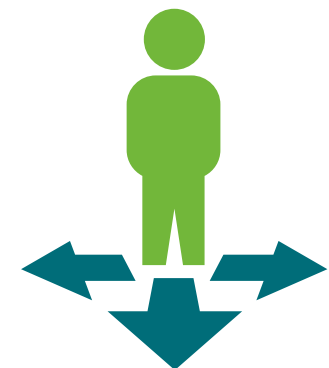
Personal Development Toolkit

Mentoring

What's it about?	What will I learn?	Is it for me? It is if you want to...
Often used as part of a support network for key talent or within Graduate programmes.	The difference between Mentoring and coaching	Stretch your management capability by developing others who'll gain from your knowledge and experience
This workshop helps people develop the skills to Mentor others to flourish and fulfil their potential.	How both Mentor and Mentee can build productive working relationships	Provide a network of support for key individuals within your business
Different from coaching, we'll work with both the Mentor and person being Mentored to bring you excellent results	More about yourself as a Mentor and the impact you can have	Make a difference to someone
	How to prepare your Mentoring profile, to ensure you're paired up with the right people	Avoid the 'in at the deep end' feel about taking on your first Mentoring assignment

“Excellent, inspiring and good content.”

Questionnaire Feedback



Personal Development Toolkit

Interviewing skills (Get that Job)

What's it about?	What will I learn?	Is it for me? It is if you want to...
This is about preparing yourself to give your best in that important job interview	Discover what the Interviewer is looking for from a person	Prepare well, give your best and get that job!
Whatever type of interview or assessment process you're facing you'll feel more confident and prepared	You'll learn how to prepare fully and answer questions well	Learn succinct ways to answer questions and show how you meet or exceed the requirements for a role
We can work one to one with focused coaching sessions or as a whole group in a workshop style	How to make the right first impression	Consider approaches to Assessment Centres, Competency Based Interviews, Telephone Interviews, presentations etc
If there's organisational change and your people haven't had an interview for years, then this will ensure they give their best and help make recruitment decisions easier	How you currently perform in interviews and ways you can improve, so you get that job!	Practice your interviewing skills and receive feedback that builds your confidence prior to that important meeting

“Very enjoyable, useful and pertinent to my role.”

Questionnaire Feedback



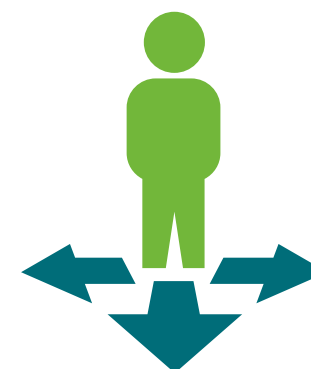
Personal Development Toolkit

Train the Trainer

What's it about?	What will I learn?	Is it for me? It is if you want to...
This is about mastering the key skills required by any 'trainer' in order to deliver an excellent session that really helps people learn	Accelerating learning techniques that result in memorable and high impact events	Reinvigorate and stretch an already established team of trainers
Developing your training team to use accelerated learning techniques, engaging your learners and transferring learning back in the workplace	How to work with those 'challenging' participants that we all experience in sessions from time to time	Develop a team of trainers from scratch, mobilising a team to deliver excellent events quickly and competently
Investing in the capability of a team of people that have the capacity to influence a large percentage of your business	Designing and running learning activities which appeal to all learning styles	Support the continued professional development of your team
A practical session which focuses people to lead well, whilst experiencing the change first hand for themselves.	Where your strengths lie and areas to work on that will radically improve your skills as a trainer	Practice new techniques and receive feedback and coaching from highly experienced professionals

“ Very relevant to everyday situations. ”

Questionnaire Feedback





Damian Palin Coaching Profile

Coaching means to me...

Helping people explore ways to reach their goals and grow. Typified by the quote **“There’s nothing about a caterpillar that tells you it’s going to be butterfly”.**

R Buckminster Fuller (Inventor)

Coaching Style

Focused on helping each individual I work with reach their potential – no set format.

Why? Well everyone’s different. What each coaching project has in common is that it’ll be focused, a good balance between challenging and supportive, confidential and centred on you and your goals.

Values

You’ll find I’m pragmatic; promote independent thinking; reliable; modest; supportive and conscientious.



Damian Palin MCIPD
Director

About me

I find my coaching work incredibly rewarding and something I commit a great deal of effort to, as I am passionate about helping people reach their goals.

I’ve coached away from work too: working with my sons’ football and rugby team to develop their sporting skills.

I have a very pragmatic way of thinking and relate easily to people far more creative than myself. I’m easy going with a hard working and determined nature which makes me very reliable and conscientious.

What winds me up? Inefficiencies and waste; in time, effort and physical resource. I love to remove clutter and makes things less complicated – it rarely needs to be.

Things to ask me about...

Professionally - Personal and Team Development; Culture Change; People Management; Leadership; Competencies; Coaching & Mentoring; Presenting / Facilitation.

Tools – SDI (Strengths Deployment Inventory), Belbin Team Types, TKI (Thomas Kilmann Conflict Mode Instrument), MBTI (Myers Briggs Type Indicator), Strengthsfinder.

Me - Rugby Union (esp Northampton Saints and Caldy RFC), cycling, running, skiing, the mountains and getting out there.

Practical Experience

Supporting people in technical roles during a transition period through structural and role changes to develop new people management skills. **Auto Trader**

Ten managers over a 6 month period to enhance their managerial skills and work towards their Level 5 NVQ in Management. Whilst also coaching their line managers to maximise the transfer of learning back in the workplace. **Your Housing Group**

1:1 coaching with my own team of eight Trainers to support them to deliver challenging learning plans and meet funding targets, whilst dealing with very challenging behaviour from their clients. **Arena Housing Group**

32 Area Managers to help them understand, develop plans and work towards a Leadership Framework. **Iceland Foods**

Actively applied coaching in my role since 1996 in operational and sales roles as well as holding coaching and training roles in many industries and companies. **NatWest, RBS, Alliance & Leicester, Retail**

Training & Developing Coaches

Developed and ran a culture change programme to develop key coaching behaviours from junior to senior managers – linked to an Institute of Leadership & Management (ILM) qualification. Iceland Foods. (Presented to many groups across the North West on the success with this project featuring as a case study for others)

Wrote and delivered the ILM Level 7 Coaching & Mentoring programme for Bangor University. Working with a diverse range of people (experience, role and industry) to achieve this qualification and demonstrate effective coaching practice.



Additional info

Tools Used

Damian has a wealth of experience using a wide range of tools that really add value to a project and enhance peoples learning.

All Associates that work with Coaching & Training Ltd on larger projects are equally experienced and qualified.

Talk to Damian today to discuss how you or your team can benefit from adding these into a learning programme.

Each of these tools have a wide range of uses: Better self awareness, improved relationships, more powerful personal impact etc.

Coaching and Training Ltd's learning programmes inspire behaviour change and bring high impact results.

- » **MBTI**
- » **SDI**
- » **Temperament Types**
- » **TKI**
- » **Belbin Team Types**
- » **Accelerated Learning Techniques**
- » **H&M Learning Styles**
- » **Working Styles Questionnaire**
- » **The Leadership Challenge (Kouzes & Posner)**



Bespoke

Because each of us and our businesses are unique, so are our learning programmes.

We tailor a programme to meet your needs, so they deliver the outcomes you're looking for i.e. better working relationships, culture change, improved communication, higher levels of customer satisfaction etc. In fact we'll even help you measure it, so that you

know that you've got the return on your time, effort and investment.

So, if together, we decide to design and run a programme off site in an old converted barn, an unused room in your office, a swanky hotel or in the middle of a zoo - then

believe it or not, we've already done it!

Location, duration, content, the number of participants etc are all variable and we'll create a learning programme that will deliver for you, so talk to Damian today and let's start kicking some ideas around.



Budget

Firstly you're building your assets, not adding liability, so not surprisingly we see personal, team & leadership development as an investment.

This all means that you're likely to gain more back than you spend out, they're not just our words - that's feedback from clients!

In simple terms, we work closely with all clients to prepare a package of development that matches both your needs and your budget.

So, talk to Damian and lets see how we can help you reach your goals and develop your people to deliver great results!



Coaching & Training^{Ltd.}

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