

CoachStation Consulting Model



Relationships & Background

Develop knowledge of the business and key stakeholders

Understand the organisation's background, history and direction

Develop trust, mutual respect and a partner view

Communication, context and clarity both ways

Define the business need and objectives



Current State Assessment/Discovery

Interview stakeholders, gather information

Ensure clarity and context in expectations

Understand current successes, challenges, expectations and goals

Understand team and business standards, purpose and values

Formulate preliminary plan, goals, themes and report content



Report & Recommendations

State observations, make recommendations and potential actions

Seek feedback and confirmation of actions

Apply additional content and context, where appropriate

Cultural focus and development

Discuss report content with key stakeholders



Implementation

Lead through & communicate the change

Application of recommendations

Take stock – understand successes and challenges – update or reinforce direction

Provide regular feedback, communication and update on progress

Test process, policy, cultural change initiatives



Leadership Coaching & Mentoring

Develop leadership & management awareness/capability

Seek self-assessment and employee/client view

Build self-awareness and emotional intelligence

Improve consistency, whilst allowing for individual strengths



Measurement

The outputs, outcomes and results must be understood

Know what inputs and actions have contributed to the results...and what needs to be expanded, changed or removed

Take stock – understand successes and challenges

Amend actions and goals, where appropriate