



Coaching for Superior Performance™ [CSP]

Individual Development

What is Coaching?

Successful coaching is a mutual conversation between a leader and an individual or a team. It is performance focused, based on specific information and follows a predictable process. In the broadest sense, coaching is any activity that a leader undertakes to help others improve performance. In this regard, coaching describes many day to day activities of leaders, managers and supervisors.

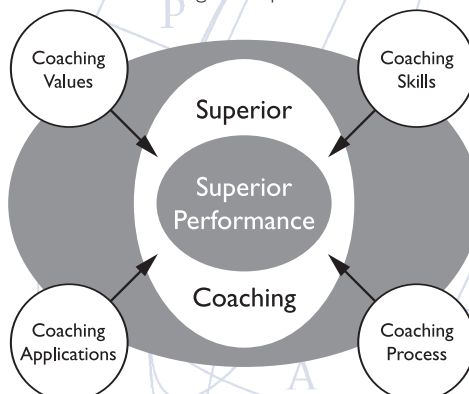
A coaching model and process that supports individuals wanting to improve their ability to influence, train and develop others.

What is Superior Performance?

Superior performance means that individuals, groups and organisations attain a level of productivity, efficiency and creativity that would not otherwise be achieved. Our research shows that the approach outlined in the **Coaching for Superior Performance™ (CSP)** programme and measured by the accompanying **Coaching for Superior Performance™ Inventory (CSPI)** report will deliver the highest level of sustained performance - from increased levels of reported motivation and satisfaction to the actual bottom line results of individuals, groups and whole organisations. **CSP** is not the only way to coach - but the best way to do it!

The Coaching for Superior Performance™ Programme

CSP is based on research that identifies exactly what superior coaches actually do. It is also based on years of consulting experience, where thousands of managers have participated in our development programmes and shown a need to learn practical skills that will help improve their own coaching behaviour. The content of the programme reflects the elements of our model: Coaching for Superior Performance.



Coaching for Superior Performance™ [CSP]

The CSP Programme is:

- Based on 30 years of research
- Seven interactive modules
- Based on concepts of adult learning
- Practical coaching skills and behaviours

Components of the CSP Programme

- The Role of Coaching
- Coaching Values
- Coaching Skills
- Coaching Process
- Coaching Application
- Coaching Practice
- Action Learning

The Coaching for Superior Performance Inventory™ (CSPI)

Our system of diagnosis and measurement has always been ahead of its time because each of our instruments is grounded in scientific research. The specialised tool for this programme is the **CSPI**.

The **CSPI** measures your own and others' perceptions of your behaviour in a coaching role. It is competency based, measuring the degree to which the manager/leader reflects coaching values, skills and process in their coaching applications.

Our approach is, as always, to seek quantitative data that guides practical action. This begins with measuring the coaching behaviours using the **CSPI**, so that it becomes quite clear where effort needs to be targeted. The focus is to measure the situation, determine the goal, implement developmental strategies and then re-measure the situation in the future to determine the progress to give hard evidence of the effects of change.

Coaching Applications

CSP addresses all aspects of coaching:

- Resolving problems - **Counselling**
- Supporting performance - **Mentoring**
- Teaching skills and process - **Tutoring**
- Adjusting performance - **Confronting**

CSP will improve...

- Managers' performance as coaches
- Skills transfer, counselling and mentoring
- Performance management and appraisal processes
- Relationships between managers and their teams
- Communication and information sharing
- Commitment and motivation
- Confronting performance issues
- Results achieved in your organisation



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