

Coaching skills

If you want to lift retention, productivity, sales, or wellbeing, **strong coaching is non-negotiable**. Leaders need to know how to develop people so they can perform and thrive.

Research shows leaders drive **70% of the difference in team engagement**. Our coaching skills program helps leaders engage their teams to learn, grow, and win.

Our micro-behavioural coaching and feedback frameworks give coaches up to **20 small, practical behaviours** that lift any coaching conversation. They're quick to learn, deliver impact fast, and can be embedded in weeks, not years.

'I was excited to see how surprised my team were with their own results. They couldn't believe that by implementing one micro-behavioural change in their store, they could shift the results of a department so quickly.'
— Retail Leader of Frontline Team

Key components

- Understanding your impact as a leader
- The focus, frequency, quality development cycle
- Translating measures of success into micro-behaviours
- The psychology of performance model
- ACDC or Tactical GROW coaching framework
- Implementing a coaching operating rhythm

WHAT THE NUMBERS SAY

85%
adherence to leadership operating rhythm
Major Australian Insurer

22% uplift in quality of coaching
Major Australian Health Insurer

+

23% increase in quality of customer conversation
Major Australia Utility

11%
decrease in Average Handling Time
Major Australia Utility

+15% NPS, highest ever result achieved
Large Australian Super Fund

+4%
Culture Index
Major Australian bank

Delivery options



- Self-paced online modules
- 1- or 2-day face-to-face workshops
- 4 x 3-hour spaced-and-paced virtual workshops

