

1:1 Coaching Support

Focus of your individual coaching

Welcome to your individual coaching that supports you during the MDP programme. You have 3 sessions of individual coaching available to you which are focused on giving you time to reflect on the learning from the programme in a 121 setting, exploring your own personal development areas.

Our aim at TrafalgarPD is to provide coaching which enables you to have the best possible chance of achieving what you want to in your work and life. We work with your habitual patterns of thinking, that lead to feelings, which guide your behaviours and the impact that you have on yourself and your world. In essence your thinking drives your success. So, we work with coachees to help them:

- Gain awareness and understanding of their thinking patterns and the feelings and behaviours these create.
- Discern the patterns that work well for them and how to use these to even better effect.
- Support development of flexibility around those patterns that don't work so well – giving you greater choice over the impact you have.

What do we mean by Coaching?

Here it seems important to position 'coaching' as we refer to it vs. other forms of interventions that support and help you to learn.

	Intervention used to	Role of facilitator
Training	Specifically address 'soft' or 'hard' skill development	Expert in these areas and teaches the individual how to build these skills
Mentoring	Advise on approaches / behaviour which might have a better impact than current behaviour	Experienced both personally and through working with others on this skill and offers advice from that experience
Coaching	Support the individual to reflect on their current ways of thinking and acting and creating new ideas for how to behave in order to get a different outcome/impact	Asks questions, listens, holds a space for this thinking to be at its best. Gives high quality observational feedback.

Our coaching aims to be mainly within the 'coaching' intervention as described. And, we have experience of many tools and approaches to develop your thinking and behaviour, that we can educate you in and then help you reflect on.

At the core of our coaching is the belief that you have all the resources you need to have the life you want – the answers come from you. We are there to help you to bring those out to best effect for you as an individual. We achieve these principles through an appreciative, respectful, constructive and personalised process by:

- Giving you time to think in safe space
- Listening acutely to what you say and what you don't say

- Helping you to develop compelling outcomes for your coaching, work and life
- Using appropriate tools/techniques to raise your understanding of yourself and others and to put new thinking into action
- Checking what is working well or not for you
- Giving you focused and honest feedback
- Challenging you when we believe your outcomes may not be met by your current actions
- Suggesting experiments and actions which will support your growth
- Supporting you through ups and downs
- Celebrating your accomplishments

In order to do this, we intend to hold a coaching space that is safe for you to achieve your outcomes. There may be times in coaching where we have unintended or unwitting impact on each other, as we navigate what is going to work best for you and move between comfort and challenge. In these cases, to keep the working relationship working well, we encourage you to tell us if this happens so that we can address it in the moment. We will also do the same to ensure that we stay resourced and present with you. We believe that it is a privilege to work with you in this way and look forward to a mutually developmental working relationship.

Your commitment – to get the most from your coaching

We have learned so much from coaching many hundreds of clients and understand how best to enable you to get the full value of this opportunity; to really invest in your personal growth. The value from your coaching is in your hands, not the coach's – we will honour our commitment to you and encourage you to honour your commitment to yourself.

So here are the top 7 ways we've seen previous clients achieve this!

- The more you put into your coaching process the more growth and change you will see. So please bring as much of yourself, your successes, issues, hopes and fears as you can.
- The most valuable thing you can do is to apply the learning that you gain in the coaching sessions out in your work and life. By practicing we can embed a new approach so that it becomes our new unconscious way of acting.
- The 'experiments' that **you** create to practice your learning will be the most effective – so create and commit to these and then reflect on their impact in-between sessions.
- Be honest and open about what you are learning and what is and isn't working for you. We intend to personalise the coaching to you, and we can only do this with your guidance.
- Take charge of your learning by creating time for reflection and preparation for coaching sessions. Bring your reflections, feedback, issues, priorities and questions.
- Use your colleagues, family, friends and coach as support to your coaching process. Engage them in what you are doing and ask for their support and feedback.

The most important learning - Time to think!

We are so aware that the world that most of us work and live in feels time poor! All our clients talk about this. And those that find/create time for their development get the most from coaching. In fact, the ability to do that for themselves often becomes the learning!



We help to establish a purposeful rhythm for learning by setting the coaching activities upfront in our diaries. This gives you a chance to best organise your schedules to enable you to put your learning into practice, reflect and prepare for each activity.

We understand that scheduled dates may occasionally need to move, and our coaching terms talk about the practicalities of re-arranging schedules. However, the most important psychological approach we've noticed in our clients is that those who are most committed to their growth give good notice, re-book quickly, with flexibility and keep the rhythm going for themselves.

And finally.....

The most effective state of mind you can bring to your coaching is one of curiosity – about yourself and about your patterns of thinking and behaviour, and about others and their patterns. This will enable you to raise your awareness, with less judgement of what is right and wrong, and more interest in what is happening and why. This will help you unlock your potential to reach the outcomes that matter to you most.

We hope that you enjoy the process of learning through coaching!

Our Coaching Terms

TrafalgarPD Ltd will provide an experienced coach who will work with you to achieve the agreed outcomes of the coaching contract.

NATO is investing in you as part of this MDP programme and expects that you will be able to attend the allocated coaching sessions. You have been provided with up to 3 coaching sessions as part of this programme. You can see in the MDP schedule the windows in which these coaching sessions will take place.

The content of our coaching sessions may include personal, business, job, financial and other information that you consider to be confidential. We will not directly or indirectly disclose this information to any third party without direct permission from you the client, except under the following circumstances:

- There is a life-threatening situation
- Your coach becomes aware of the abuse of a minor
- Terrorism
- If required to by law
- When working with a supervisor at which time your coach would only use your first name and any corporate information would remain anonymous.

As we all know, things happen in life and sometimes prior arrangements may need to be changed. If you find you are unable to attend a session:

- In the first instance, please check the coaching schedule and arrange a session swap directly with another MDP participant. Once this has been arranged, please notify your coach, copying in the person you are swapping with, **at least 48 hours prior to the scheduled session.**
- If you cannot find another participant to swap sessions with, please notify your coach at least 48 hours prior to the scheduled session, who will endeavour to allocate you another open slot within the coaching window.
- If no mutually agreed slot is available, or if sufficient notice is not provided, you will lose that coaching session, and TrafalgarPD will invoice the client as though that session had taken place.

In the unlikely situation that due to personal illness or bereavement, your coach cannot attend a session, Trafalgar PD will either provide a suitably qualified and briefed replacement coach or reschedule the session to the convenience of the coachee.