

The Coull Catalogue of Organisational Learning & Development



Introduction

At Coull Coaching we are **passionate** about everything we do.

Our focus is to provide development which meets your needs adding value to You, Your Team & Your Organisation

Read on as we take you through our Coull Catalogue of training courses.

All of our Workshops are Interactive, participative and can be customised to meet your requirements – please do not hesitate to ask us.

We would love to talk to you about your current needs and discuss the ways in which we can support you.



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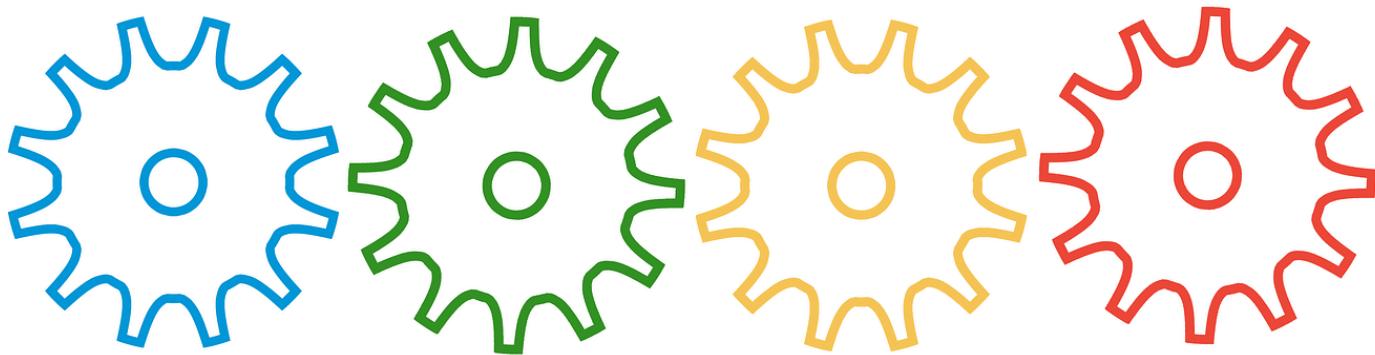
Our Coull Courses

Our current range of training includes:

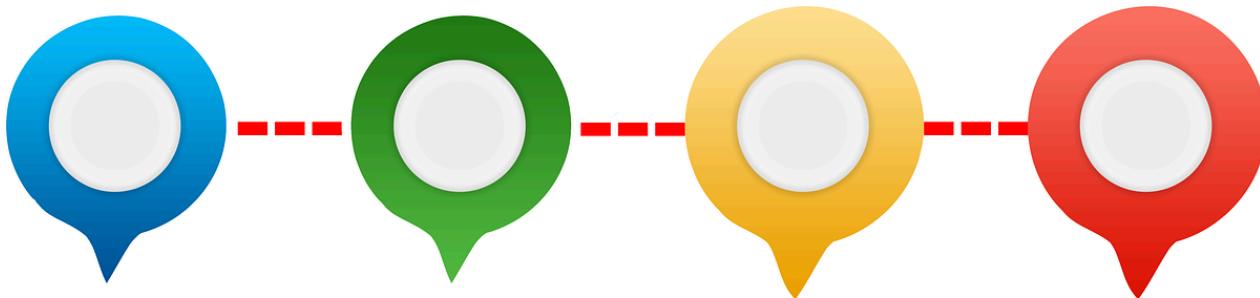
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*Psychometrics - Insights Discovery Behavioural Preference & Personal Profiling

●● Insights Discovery (www.insights.com) can be stand alone or integrated into all our Workshops above, tailoring development to your unique personal preferences.



M A K E T H I N G S H A P P E N



Insights Discovery Introductory Workshop

What is it and who's it for?

Insights Discovery is a psychometric tool based on the work of Carl Gustav Jung – the Swiss psychologist. Jung's work inspired the founder of Insights Discovery, Andy Lothian, to put psychological type to 4 colour energies. This full day workshop is for anyone who wishes to develop personally and aims to provide you with an introduction to your personality preferences. As a team you will begin to explore your Team Dynamics, better understand "opposite" type and learn tips for optimising effective communication with colleagues who lead with different behavioural preferences.

What you'll learn

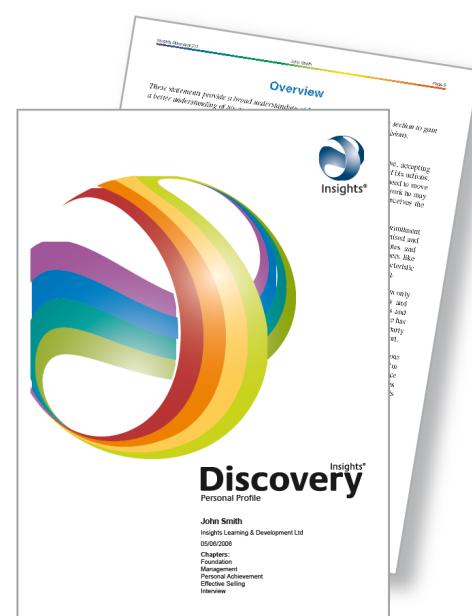
You will learn the foundations of personality using the psychological type model and understand, at an introductory level, the Insights Discovery model and 72 Type Team Wheel. We begin to describe the behavioural traits for the 4 colour energies, identifying your own unique strengths, possible areas for development and you will take away a personal action plan for life!



Aims & Objectives

By the end of the session participants will be able to:

- ✓ Understand the power of perception
- ✓ Describe the characteristics of the 4 colour energies – your unique “colourful” strengths & possible development areas
- ✓ Self-assess your and your teams psychological preferences, walking them out on our life-size mat
- ✓ Explain the colour energy graphs and team wheel positions
- ✓ Understand the different communication styles
- ✓ Maximise personal & team effectiveness through the Insights Personal Profile



An Introduction to Coaching

What is it and who's it for?

Coaching is a powerful tool - one that has proven to be a highly effective way of developing individual and organisational performance by unlocking potential and building resilience, capability & capacity. Research tells us the ability to coach boosts employee engagement, empowerment and accountability. This one to two day workshop is recommended to anyone looking to develop and learn coaching skills.

What you'll learn

You will work with different coaching models, tools and techniques. You will explore how and when to use these in the workplace and most importantly have the opportunity to put this learning into practice so you can implement the learning on return to work. You will leave with a new skill set, awareness of your unique coaching style and a personal action plan.

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Define coaching and describe its key components and benefits
- ✓ Assess your current confidence, strengths and possible weaknesses in coaching
- ✓ Identify the opportunities for maximizing impact & performance through informal coaching
- ✓ Develop a greater understanding of the power of Coaching
- ✓ Working with other professionals and in a learning environment, you will build your skills through practice and “in the moment” feedback
- ✓ Use effective questioning, listening and rapport building skills to enhance coaching
- ✓ Describe what effective feedback looks, sounds and feels like
- ✓ Complete a practical and personal development plan to develop you as coach



Coaching Skills for Managers - Advanced

What is it and who's it for?

This one-day workshop is targeted at line managers who have already undertaken previous introductory training in Coaching. It aims to enhance and deepen the manager's individual skills and knowledge of coaching and equip them to contribute to optimising performance across the team/organisation.

What you'll learn

You will review your experience of coaching since previous training and explore your role/responsibilities as a manager and coach. We will work with the coaching spectrum and use scenarios to practice and further develop skills, determining your personal style and any areas for development. Using the Johari Window to strengthen your coaching practice you will receive feedback in the moment.



Aims & Objectives

By the end of the session participants will be able to:

- ✓ Explore the benefits gained from coaching self, team, peers and examine situations where taking a coaching approach delivers sustainable outcomes
- ✓ Examine the beliefs, values and behaviours of an effective coaching line manager
- ✓ Identify opportunities to increase coaching conversations within the working day
- ✓ Practice flexibility of coaching style and adapt to future coachee development needs
- ✓ Define current challenges/barriers to coaching every day and develop practical strategies to overcome
- ✓ Consolidate skills practice and receive “in the moment feedback” in a supported environment
- ✓ Complete a practical and personal individual development plan

An Introduction to Leadership & Management

What is it and who's it for?

This workshop is a two day plus development opportunity to equip new to role line managers with the tools, techniques and confidence to lead and get the best results from their team. It is aimed at individuals who are new to leading and managing others or aspire to be in a similar role in the near future.

What you'll learn

You will learn the essential skills **for a first line manager** in today's working environment. This workshop sets out to equip individuals with tools and techniques to support the transition from being led to leading.

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Learn the essentials of being new to line management
- ✓ Raise awareness of own behavioural leadership strengths and areas for development as part of the transition into management
- ✓ Evaluate their unique learning style and discover how this impacts self and others
- ✓ Demonstrate understanding of what good management & leadership looks, sounds, feels like
- ✓ Manage the essentials of effective performance management
- ✓ Learn the essentials for giving and receiving feedback
- ✓ Overcome the main challenges faced when performing in this role to motivate and build the team into an effective one
- ✓ Improve communication and soft skills, working with others to achieve demonstrable results
- ✓ Develop a personal action plan to build confidence, skill and impact as a manager and leader



Leadership & Management Development - Advanced

What is it and who's it for?

This one to two day workshop is aimed at individuals who already have experience in managing and leading others and are looking to improve their personal effectiveness and team results. It has been designed to help leaders promote a high performing working environment. We increasingly find managers and leaders are challenged with doing more with less and this development helps to provide a fast track to sustain increased outputs.

What you'll learn

The workshop will enhance the development of your skills as a coach, mentor and influencer providing you with a structure and strategy which highlights you as a leadership role model of others.

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Use your most impactful style of leadership to get results and role model working for a highly performing organisation
- ✓ Become a flexible leader who is highly skilled at goal setting, coaching to empower others, performance evaluation, active listening, feedback & proactive problem solving
- ✓ Increase the frequency and quality of conversations you and your people have about performance and development
- ✓ Make the transition from being “managers” into “leaders”
- ✓ Learn how to motivate and lead the team to highly effective working
- ✓ Constructively challenge behaviour that undermines the goals of the organisation
- ✓ Increase accountability through linked goals and planned intentions to action plans



Managing Performance

What is it and who's it for?

This full day workshop will equip line managers and those aspiring to become managers with the essential skills for performance managing the work of others.

What you'll learn

The workshop will improve your confidence in performance management and you will learn how to get the best out of your teams through effective performance reviews.

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Discuss what Performance is and why it matters to your organisation?
- ✓ Describe the important elements for successful performance management
- ✓ Identify how to overcome common obstacles to effective performance
- ✓ Learn how to write effective goals, turning them into measurable objectives that can be tracked and evaluated
- ✓ Model values and behaviours to develop outstanding Performance in your team/organisation
- ✓ Form a personal action plan to improve your ability to motivate your team's performance to greatness



Building a Highly Effective Team

What is it and who's it for?

This full or half day Workshop aims to enable participants to share their experience of working in and leading teams. The workshop is for manager leading teams and aspiring managers who wish to do so in future. You will learn what it takes to build effective team working.

What you'll learn

Learn about the key characteristics for building highly performing teams and explore practical ideas for developing effective team working.

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Learn what it takes to build effective team working
- ✓ Explain the difference between a group and a team
- ✓ Benchmark your team's performance against the characteristics of high performing teams
- ✓ Discuss common barriers to building an effective team
- ✓ Describe the different stages teams evolve through to become highly performing
- ✓ Explore current strengths and development areas for your team
- ✓ Form a personal action plan to improve working effectively within a team



Managing Change

What is it and who's it for?

This interactive workshop can be delivered as a half or full day workshop and helps individuals and teams explore the effect change can have on self and others working within the workplace. We look at the human side of change with a focus on the different emotional and behavioural impacts on people going through change.

We recommend this workshop for managers and those aspiring to leadership and management roles who wish to increase their confidence in managing change in the workplace and for supporting others through change.

What you'll learn

Learn proactive skills for how to manage change positively and successfully. You will be able to identify strengths and challenges experienced when dealing with change in the workplace taking into consideration the human aspects.

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Define change & discuss the difference between change & transition
- ✓ Reflect on own personal response to change
- ✓ Explore why change happens & why initiatives fail
- ✓ Describe/appreciate the impact of change on people
- ✓ Appreciate different ways in which style preference can impact the way change is managed & led
- ✓ Learn practical tips for overcoming resistance to change
- ✓ Develop your personal action plan for successfully managing change



Conflict Resolution

What is it and who's it for?

Conflict is inevitable both in and out of work. When personalities clash - we tend to see a person's weaknesses rather than their strengths, this can lead to animosity and impact negatively on interpersonal relationships and in turn productivity and performance. This interactive workshop can be delivered as a half or one day workshop and we recommend this course to managers (aspiring) and leaders working at all levels .

What you'll learn

You begin by identifying causes of conflict and explore how conflict shows itself both for you and others. You will learn your strengths and challenges in managing conflict and how to adapt your approach to maximise results and resolution of any conflict. We will introduce you to Thomas-Kilmann Conflict Mode Instrument (TKI), you will learn techniques to resolve conflict and how to provide feedback in order to engage positively and effectively in managing conflict.

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Explore what conflict is and identify how it shows up for you and others
- ✓ Learn your typical responses to conflict – identify your skills and areas for possible development
- ✓ Explain the 5 conflict handling modes of the Thomas Kilmann's Conflict Management Instrument
- ✓ Practice conflict resolution and giving feedback using tools and techniques to manage conflict
- ✓ Develop your personal action plan for successfully managing conflict

Communicate with Presence & Power for Women

What is it and who's it for?

It is important, now more than ever, for organisations to maximise the talent & ambitions of **all** their people. It's a fact that dips in confidence impact women differently from men and can affect a woman's ambition to progress - this workshop is aimed at anyone who has a leadership (aspiring) role and is seeking to optimise their personal effectiveness.

What you'll learn

You will explore how to optimise your presence and learn practical tips and techniques to make changes to strengthen your personal effectiveness. Learn what behaviours to Stop/Start or Continue in your personal leadership development journey. Find your voice to share your ideas and drive for results that make a difference.

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Identify what causes dips in confidence and discover what impact habitual ways of thinking may be having on you
- ✓ Work with and harness the power of peer support in a women only learning environment
- ✓ Utilise the safe thinking space for ideas sharing and to challenge any self limiting beliefs
- ✓ Learn tools & techniques to turn confidence challenges into opportunities and to build your personal resilience
- ✓ Identify your own natural response to the rush of adrenaline under pressure and learn tools and techniques to help you overcome your fears to achieve your goals and dreams
- ✓ Develop a personal action plan to build confidence, impact and effectiveness



Talent Management Conversations

What is it and who's it for?

This full or half day workshop aims to enable participants to hold powerful conversations for unlocking and maximising talent across the organisation. This workshop is aimed at managers and all those who are responsible for recruiting, retaining and developing the organisation's talent.

What you'll learn

The components required to make talent conversations successful.

Barriers to carrying out talent conversations and solutions for overcoming them.

Recognising learning styles – your own and others – how does your style impact your role in managing talent conversations?

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Define what good quality “career conversations” look like for your organisation.
- ✓ Identify the Skills required to undertake successful talent conversations
- ✓ Explain your role as Coach in performing talent conversations
- ✓ Develop conditions to optimise talent conversations through rapport and trust
- ✓ Use effective listening skills and ask open, inspiring and powerful career questions
- ✓ Contract for success - agreeing goals and helping others achieve results
- ✓ Define your Individual strengths and start to develop your personal performing talent conversations action plan.

Pre / Post evaluation – we will measure and re-measure confidence levels in having career conversations





Time Management

What is it and who's it for?

This workshop aims to provide understanding into the principles and benefits of effective time management and is for managers of all levels looking to maximize every minute.

What you'll learn

You will focus on practical skills, top tips and techniques to equip you to focus your time effectively to get more done.

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Explore current practice and environmental conditions which can prevent effective time management
- ✓ Remove activities which are stealing time, taking personal responsibility for results
- ✓ Practice and test your approach to prioritisation important and urgent tasks - be proactive
- ✓ Manage distractions and “time stealers” to get back on track
- ✓ Explore the use of technology and apply tried and tested strategies to make the most of your time
- ✓ “Putting things off for another day” - explore why we procrastinate, challenge your beliefs and behaviours
- ✓ Write immediate, short and long term time management goals

Delegate Effectively

What is it and who's it for?

Delegation is an overlooked and undervalued tool that managers can use to complete an ever-increasing list of work responsibilities. This delegation training course runs as a half day and provides managers with the skills to effectively delegate work to others.

What you'll learn

You will gain understanding into the principles and benefits of effective delegation. It focuses on practical skills, top tips and techniques to equip managers to focus their time effectively and get the best from others.

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Describe the value of delegating tasks to others
- ✓ Learn to delegate in a way that promotes ownership and development in others – choose the right person for the right task at the right time
- ✓ Equip participants to manage delegated tasks
- ✓ Break down personal barriers to delegation
- ✓ Apply situational leadership to delegation
- ✓ Decide the tasks to delegate and the tasks to keep
- ✓ Plan and conduct a four-step delegation meeting and follow up on a delegated task
- ✓ Personal learning and development plan review



Strategic Planning and Visioning

What is it and who's it for?

Planning for the future is a necessary part of any company/organisational strategy. This half to full day workshop will introduce you to a simple 4 step model – to enable you to analyse your strengths and possible weaknesses to get ahead of the competition in business. The workshop is also for any leader/manager who wants to engage and involve their team in shaping the future direction.

What you'll learn

You will learn how to develop your mission and vision statements clarifying your purpose, making it clear, concise and inspiring. You will learn the benefits to developing an outline strategic plan for the short/medium and longer term.

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Develop a Mission Statement – why the team/project/organisation exists
- ✓ Define your vision for the future
- ✓ Explore the values that will drive and impact your decisions and business
- ✓ Undertake a SWOT/PESTLE analysis to underpin your strategic planning
- ✓ Identify some high level SMART strategic objectives- Short/Medium/Longer Term
- ✓ Take action to move your business forward



An Introduction to the Neuroscience and Management of Stress at Work

What is it and who's it for?

According to the latest statistics from the Health & Safety Executive, there were 595,000 cases of work related stress reported across the UK in 2017/18, resulting in 15.4 million working days lost as a result.

This interactive and participative half or full day workshop is for anyone who seeks to maintain healthy mental wellbeing in & out of work - it will help you understand the behavioural neuroscience behind how stress manifests, introducing you to ways for positively managing it.

What you'll learn

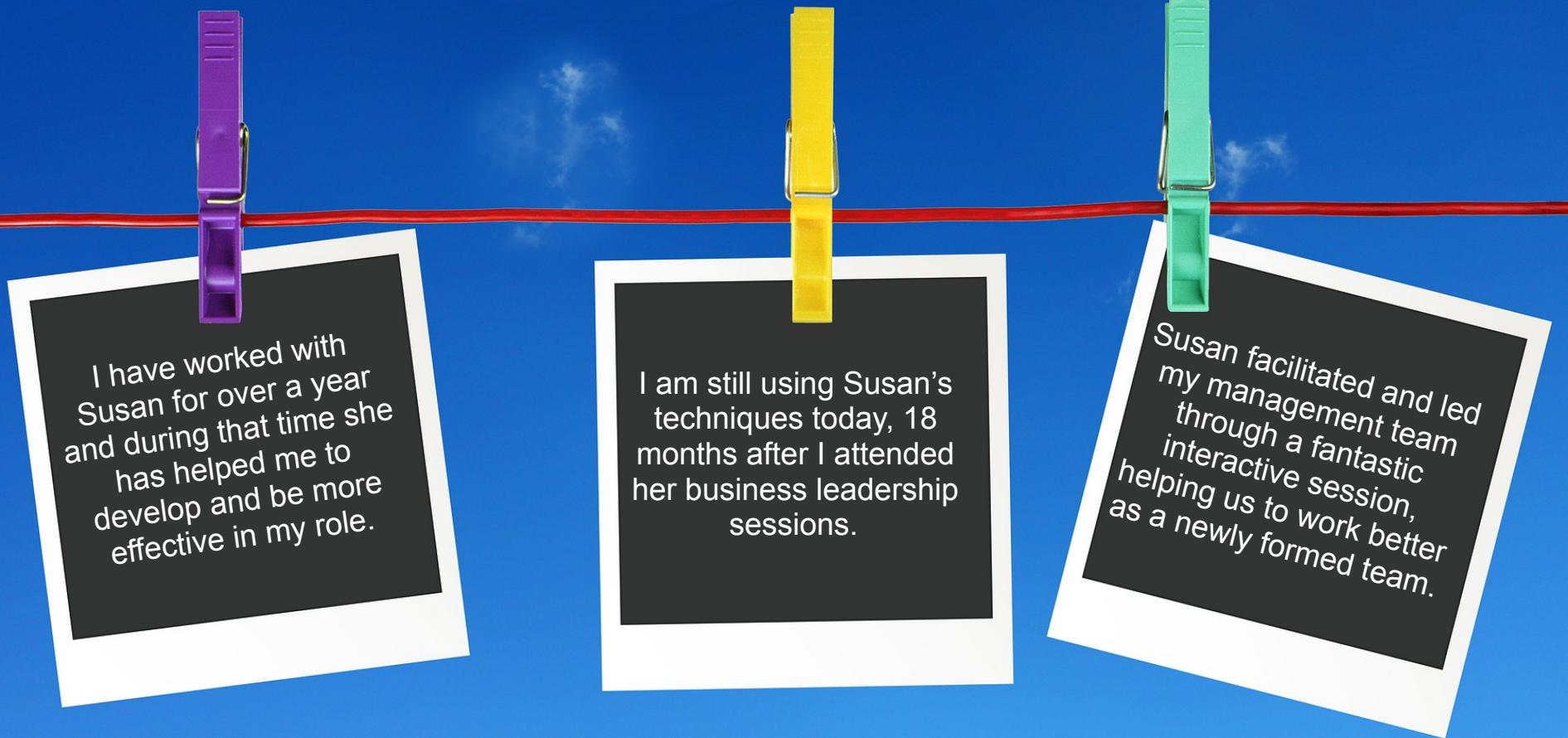
You will learn what causes stress for you and for others, how it manifests and what puts us in a state of panic rather than control. You will leave the workshop with increased self awareness of how to optimise your mental wellbeing and tools & techniques to give you the confidence to manage stress in a variety of situations in and outside work.

Aims & Objectives

By the end of the session participants will be able to:

- ✓ Assess your current levels of stress and identify how it manifests for you and for others
- ✓ Describe the neuroscience behind stress and understand how the brain is wired to optimise our response to stressful situations e.g. change
- ✓ Explore the short and long term impact of stress on the body's physical and emotional wellbeing
- ✓ Learn top tips for managing and controlling stress and learn easy to use, take away tools and techniques to improve your overall mental wellbeing
- ✓ Take action to maintain your healthy wellbeing and resilience during times of stress





I have worked with Susan for over a year and during that time she has helped me to develop and be more effective in my role.

I am still using Susan's techniques today, 18 months after I attended her business leadership sessions.

Susan facilitated and led my management team through a fantastic interactive session, helping us to work better as a newly formed team.

Read more on what our clients have to say about Coull Coaching.

coullcoaching.co.uk/testimonials/



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