



**Performance Coaching
International**

Passionate about people and performance



Future-proof your business with
**Performance Coaching
International**

Passionate about people and performance



87% of those on talent and leadership programmes are not taught the abilities vital to success

Is your business equipped to respond?

The business landscape has changed forever and the economy is in a state of constant flux. Global competition has increased pressure on all industries and required businesses to act even faster.

Such a competitive and complex environment is information-rich and performance-intensive. The result is higher pressures and greater uncertainties for managers and leaders with efficiencies and head count reductions, and even more importance placed on strong relationships.

Organisational resilience is the answer

Our latest research shows the abilities your people require for now and the future have changed. Leaders must be equipped to make decisions fast – decisions that could have long lasting impact on their career as well as your strategy, operations and organisation.

But is your organisation developing the right skills on its talent and leadership programmes?

Performance Coaching International can give your business the cutting edge with the agility and resilience it needs to survive and succeed.



We understand what your leaders & managers need

We listened to what businesses were saying

Performance Coaching International has coached and developed thousands of leaders in global organisations. We have witnessed just how much the changing business environment has affected their needs over the last few years – with dramatic changes in the past twelve months.

We wanted evidence to support our theories. Practical in approach as always, we listened to what the business leaders from some of the world's leading organisations were saying. Then we took on board the thoughts of leading economists and futurists.

We also analysed established disciplines and research by world-leading institutions such as Harvard, London Business school, MIT, Insead, Ashridge, Cranfield and Henley as well as Oxford and Cambridge Universities.

Everything aligned.

We undertook extensive research

We delved deeper for conclusive proof. We undertook a combination of our own research and independent research on 9,000 people on leadership and talent programmes. We asked them what abilities were they were never taught that would be vital to success - for now and for the future.

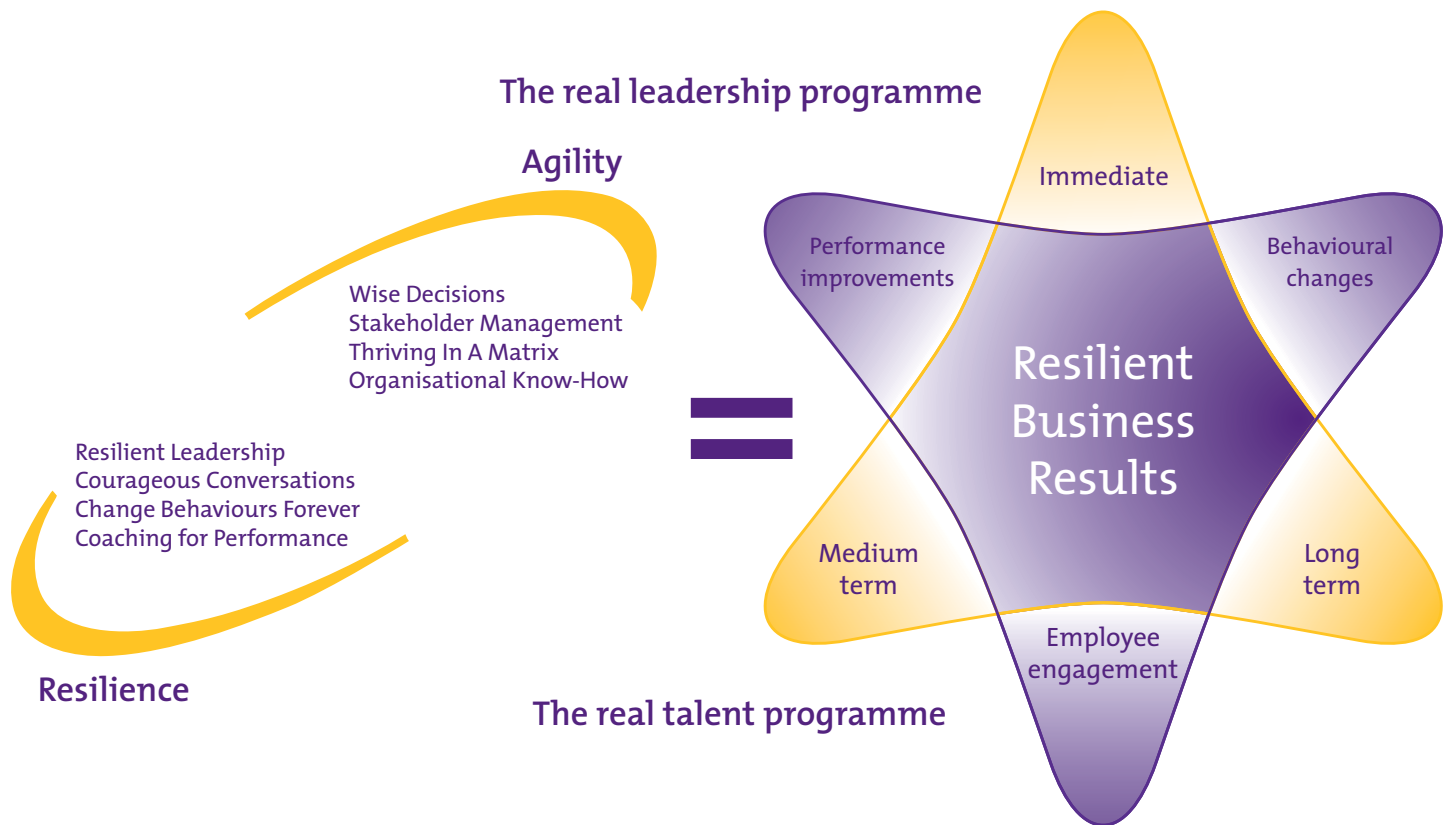
Although priorities changed according to whether the response came from senior leaders or middle or front line managers, their areas of focus were consistent:

- resilience and drive
- making wise decisions
- stakeholder management
- overcoming conflict through clear conversations
- organisational politics.

We developed programmes to ensure future success

Based on these insights and requirements, Performance Coaching International has developed a unique set of development programmes and workshops:

- The Real Leadership Programme - where performance thrives
- The Real Talent Programme - facing the future.



These are designed to equip managers and leaders with the abilities they currently lack but vitally need to learn to succeed in today's changing, shifting and evolving business climates. By developing your leaders' abilities, such as in becoming more resilient and making better decisions, your business will gain the essential agility and responsiveness it needs to shape the competitive landscape.

Our programmes allow complete flexibility in terms of timings and duration. They are customised to suit your people, culture and business, depending on the organisational level, roles and capabilities, through a modular approach of eight sessions. Our one-day workshops can be combined and incorporated into your current programmes or run as standalones. They are also available in a 90-minute 'bite size' format.

At the end of all our programmes, we provide free 60 days' e-mail and telephone support for the delegates.

Resilient Leadership

Being able to deal with anything

Resilience is vital in today's high pressure working environment. Fortunately, it is a capability that can be learned and developed by anyone.

Resilient Leadership gives executives the confidence to deal with change, cope with upheaval, and adapt positively to setbacks while remaining motivated, productive and positive in the face of adversity. This module focuses on developing a leader's own resilience, as well as resilience in their teams and resilience throughout the organisation. The aim is to arm them with the practical tools to meet their individual, team and organisational goals, sustain resilience and ensure success.

Courageous Conversations™

Saying what needs to be said

Courageous Conversations are those uncomfortable conversations that managers need to have with staff when they aren't performing at the right level. Extensive and expensive performance management systems can be useful, but the key to ensuring high performance from your employees is still missing. Yet 70% of managers are either unable or unwilling to have a Courageous Conversation.

This module enables managers and leaders to become more confident in challenging situations. Through discussion and experiential working, we help them communicate openly and honestly, driving a high performance culture in your organisation.

Courageous Conversations has featured on BBC Radio 4 and Radio 5 Live.

Successful Stakeholder Management

Ensuring success for the organisation

The importance of stakeholder management to support an organisation in achieving strategic objectives cannot be underestimated. As organisations continually revise their strategic direction to remain competitive, more initiatives will be created as a result of this change. However, research shows organisations are wasting over \$4.2 trillion p.a. due to poor stakeholder involvement.

This module develops high levels of skill around identifying, influencing, motivating and managing stakeholders by understanding their needs, characters, level of influence and perceptions. This ensures collaboration that supports business objectives and projects, instead of sabotaging them.

Wise Decisions

Making the right choices for the right outcomes

On average, an executive makes 2,000 decisions a day, 50-100 of which are strategic and any of which could impact on their career and your organisation. In fact, poor decision-making costs international business and the global economy around £50 billion p.a.

Decision-making is one of the few disciplines hardly ever taught anywhere, yet what if the decisions of your organisation, its executives, managers and teams were better, faster, more creative and more reliable? How much time would be saved, costs reduced and profits increased? This module is based on the experience of senior executives in many of the world's most complex and successful organisations.

Thriving In A Matrix

Taking the complex out of complexity

The toughest place to be in a matrix organisation is as a middle manager. Multiple reporting lines, organisational complexity, global working and virtual working are daily challenges faced by overloaded and ineffective teams. Confusion over accountability and having too many people involved, plus a lack of senior management support, can lead to politics and conflicts.

This programme aims to help the matrix deliver on its promises of being faster and more empowered. Employees will learn how to develop strategies for influencing in a complex environment; manage delays, frustrations, priorities - and multiple bosses; and build communities and networks to get things done.

Organisational Know-How

Gaining control of your culture

Politics are alive in any organisation and often a taboo that they avoid tackling. Politics are highly destructive, resulting in wasted time, resources and energy. By having a healthy balance at work and positive relationships, managers can work more effectively without having to deal with negative issues.

This programme takes a fresh approach by going to the heart of the matter, telling the truth and unblocking the path to organisational high performance and success. Organisational Know-How helps individuals, teams and organisations create a high integrity culture. This harnesses energy for successful performance and turns the focus onto organisational know-how for the good of the organisation.

Coaching for Performance

Leader as coach

Most leaders and managers get caught up in a tug of war of competing priorities, goals and short-term targets, yet coaching should never be seen as “another task to do”. Furthermore, organisations often just focus on coaching skills and forget about the relationship and the mindset. Yet properly optimising the performance of others will lead to changes in performance and behaviour.

This workshop puts coaching into context for leaders. Practical and business focused, Coaching for Performance gives leaders the tools to build on their current skills, and the knowledge and experience to coach individuals and teams to achieve successful organisational and cultural change.

How to Change Behaviours Forever

Small changes for big impact

High performing managers, leaders and technical experts are valuable to organisations. They are often given feedback that they need to change their leadership behaviours, but left puzzled as to how to do so.

This sustainable workshop is a “How to” guide for individuals who either want to change their own behaviours or need help in changing the behaviours of a member of their team or organisation. The workshop helps them understand the psychology of behavioural change, what motivates people to change and how to overcome possible barriers. It also gives them potential strategies and tools to make it easy for individuals to change.



About Performance Coaching International

Working with you

At Performance Coaching International, we have been coaching and developing thousands of leaders and managers in the UK and Europe since 1995. We have won numerous awards based upon the measurable difference that our programmes have made to clients, including three National Training Awards.

We start by taking time to understand your business environment and your challenges so that we can match the right members of our team to meet your exact business needs, industry and culture.

The best of the best

We have a strong team of business-focused coaches and trainers delivering our programmes. They're more than innovative thinkers and inspiring presenters; they're credible and knowledgeable in their field and all have extensive senior leadership experience.

Practical and relevant, our programmes are delivered through the very highest standards and accredited by The University of Chester

Performance Coaching International will make a measurable difference to your bottom line, and a noticeable difference to the way your people work



We're here for you

As a dynamic business with a first class reputation, we attract first class clients looking for resilient results and enjoy long-term relationships with them. Our clients are household names and FTSE-100 companies, and many have been with us for 15 years.

Our clients in the private and public sectors include: ACAS, Age UK, BAE Systems, Barclays, BP, Brakes, British American Tobacco, Cable & Wireless, Cancer Research, Care Quality Commission, Carr Gomm, Citibank, Daimler Chrysler, Driving Standards Agency, EMC, FA, FedEx, Foreign Office, Legal and General, Lewisham Nexis, local Government organisations, Look Ahead, Motorola, MOTO, National Australia Group, NHS, Nuclear Decommissioning, Oracle, RCHL, Rolls Royce, Royal Mail, Sanctuary, SIA, SSAFA, Transport for London.



How to find out more

Would you like to discover how
Performance Coaching International
can future-proof your business?

**Please call us on +44 (0) 1708 510345 or
email: info@performancecoachinginternational.com**

Details of our European and Global locations, shown overleaf.





Performance Coaching International

Passionate about people and performance

Performance Coaching International Limited

North House

1 Murfitt Way

Upminster

Essex

RM14 2YG

Telephone: + 44(0) 1708 510345

Email: info@performancecoachinginternational.com

www.performancecoachinginternational.com