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Bring Out Their Best!

Inspiring a coaching culture in the workplace

Australian case studies



Presented by Natalie Ashdown and Leisa Bowness, July 2010

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Agenda for today!

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- What is coaching culture?
- Why is it important?
- Coaching Cultural Map (framework)
- Australian case studies





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What is a Coaching Culture?

Coaching

Listening, asking questions, open conversations, feedback, focus on forward movement, supportive language and behaviours,
principles (eg. non-judgemental)



Culture

‘The way we do things around here’



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What are characteristics?

- The leaders are engaged in and role-model coaching, clear mandate
- Coaching is linked to business strategy and is included in HR artifacts
- There is a clear methodology or set of coaching tools
- The language of coaching is being used in everyday speak
- Formal programs and informal coaching is occurring
- There are visible signs of coaching and you hear questions
- Coaching is implemented across hierarchical boundaries
- The workplace looks, feels and sounds like a great place to work



Why is it important?

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1. People are asked to do more with less resources – tap into discretionary effort
2. People need to have conversations and take responsibility
3. Old styles don't work with new generations
4. Attracting and retaining talent is critical
5. Knowledge transfer is critical (baby boomers)
6. Return On Investment for L&D is required

Best way to bring out the best in people



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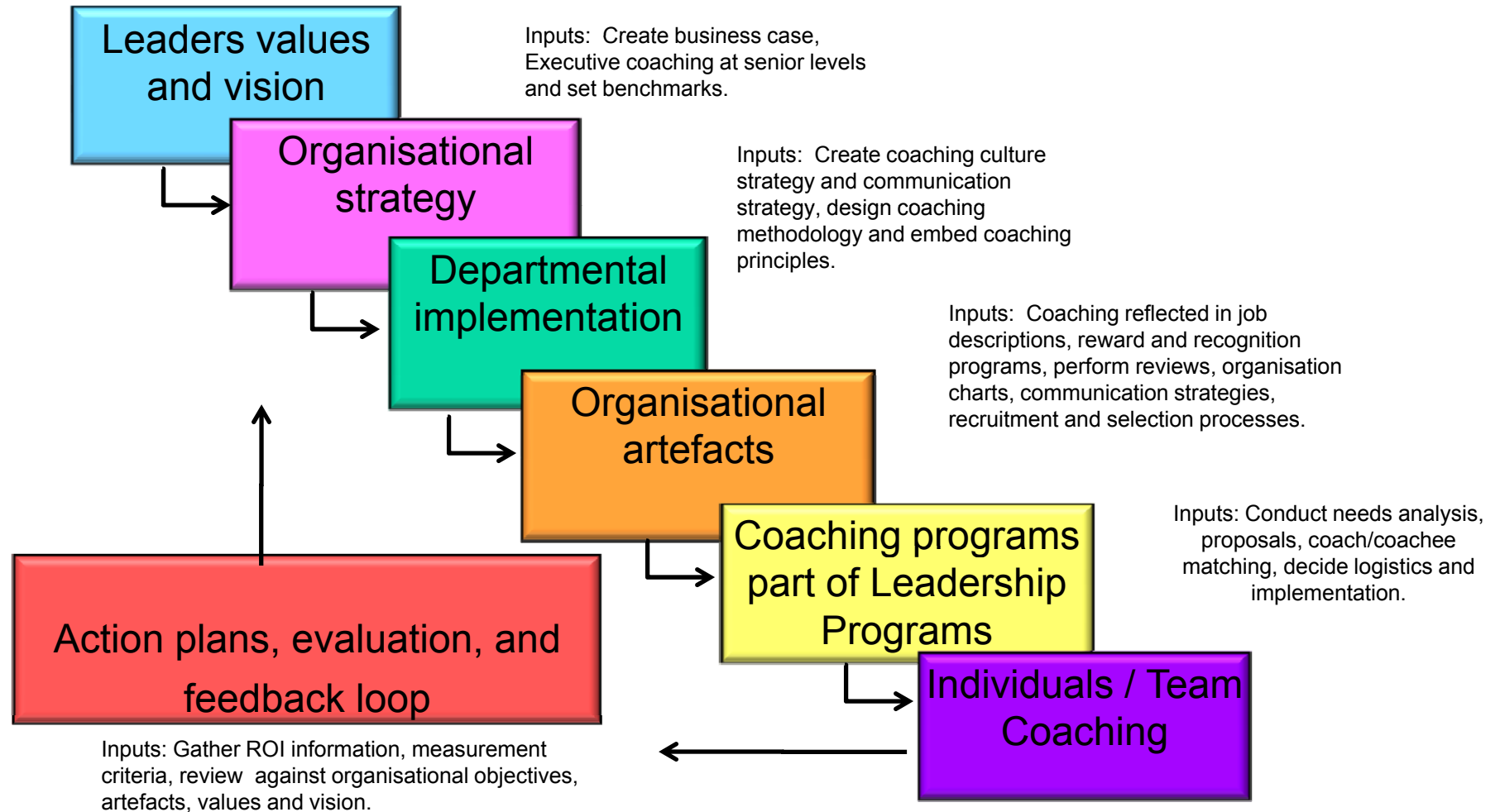
How to create a coaching culture?





Coaching Culture Map

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Results of a Coaching Culture

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- Australian case studies and results
 - Featured in *Bring Out Their Best*
 - *Graduates of Diploma of Workplace and Business Coaching programs*

- *Leisa Bowness, Learning and Development Manager, Sunsuper*





Sunsuper experience

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make your dreams more than dreams

- ♥ *Believe in the vision*
- ♥ *Ask people*
- ♥ *Make it happen*

- ♥ *Sustainable*
- ♥ *Structured*
- ♥ *Economical*
- ♥ *Business strategies and objectives*

- ♥ *Infiltrate wherever and whenever you can to permeate the symbols, systems and language and create the coaching culture*



Questions and way forward?

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What are the key activities you can do to inspire coaching culture?

- Questions?

Find out more:

Read the book! 'Bring Out Their Best'

Find out about our Diploma of Workplace Coaching.



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