



Coaching and Mentoring

An individual coach is someone from outside the organisation who can help guide a manager, providing confidential advice on a range of people and management issues. The principal role that a coach or mentor plays is that of a sounding board, someone on whom ideas can be tested, who knows the operating environment, is able to translate issues into the broader context and help the executive/manager to see the total picture. The coach has a range of tools and up to date information which will assist managers obtain the best outcomes for them and their organisation.

Coaching can assist with:

- Advice and assistance in solving current problems or issues
- Acting as a sounding board
- People issues
- Leadership
- Management issues
- Organisational goal setting and developing strategic direction
- Building networks
- Working and living smarter
- Strategy
- Providing honest feedback
- Advice on managing up
- Assistance with developing individual and career goals

Executive coaching must take account of the environment and culture within which the executive operates and the levels of accountability within the corporate governance framework of the organisation. It should link individual skills development to the performance demands of the organisation, and recognise that the executive is a leader, who relies on people to get the job done.

Our Experience

Results Consulting has worked with senior managers and SES officers within a range of public sector agencies providing coaching services in the areas of career development, planning, general management and performance management issues. Our coaching clients include the Australian Communications Authority, Centrelink, the Health Insurance Commission, the Australian War Memorial, CSIRO and the Australian Public Service Commission.

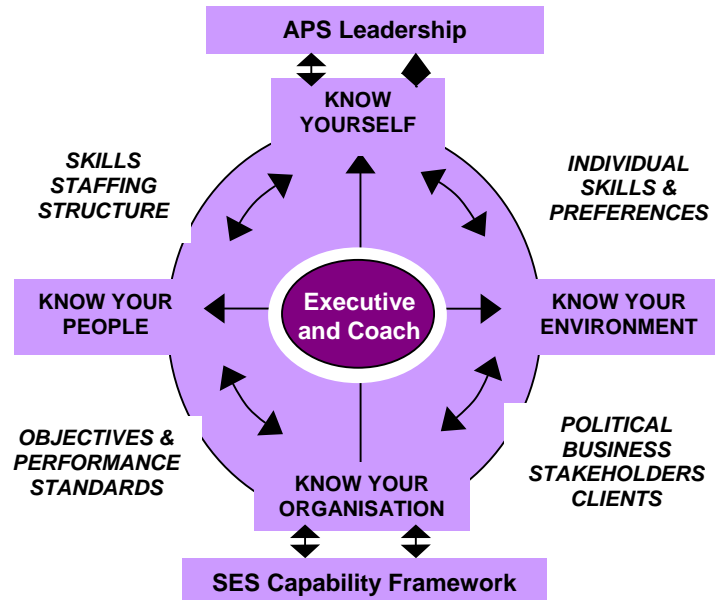
Our Approach

The Results approach to executive coaching is based upon four basic principles. They are:

- Know yourself;
- Know your environment;
- Know your organisation; and
- Know your people.

Our experience would indicate that when executives and managers experience difficulties it is generally because of a failure to appreciate the complexities of one or more of these dimensions. These dimensions and some of their subsets are dealt with in the Results Consulting Coaching Model.

The Results Consulting Coaching Model™



Using this approach, Results Consulting will assist executives:

- to develop leadership behaviours consistent with the APS protocols, and underpinned by the SES Capability Framework
- to acquire a level of self knowledge and be able to identify their own development needs, now and into the future
- to use the environment to build networks and relationships of influence
- to contribute to a performance based culture by improving their own performance management skills, in dealing with people and in managing other resources toward organisational outcomes

Our Coaches

Chris Morley – Managing Partner, over 20 years senior public sector Human Resource Management experience. Consultancy services for senior managers in business planning, organisational change, performance management and career development.

Paulene Cahill – Senior Consultant, a business management professional with specific expertise in corporate management in the Australian Public Service (APS).

Gary Hampson – Associate, registered psychologist with extensive Human Resource Management and professional development experience. Experienced senior executive coach.

Gillian Harris-Mayes – Senior Consultant, a senior human resources practitioner who has worked extensively with senior managers on workforce planning, performance management, training strategies and career development.