

# Individual and Team Coaching

Healthskills has been **developing organisational health** by providing coaching support to **individuals, teams and organisations** since the late 1990s.

Our team of coaches work with leaders, managers, front line staff and Board members to help them develop the capability to **lead effectively**, develop **outstanding teams**, and deliver **excellent outcomes**. Our clients seek Healthskills coaching support to:

- Facilitate their development as leaders
- Support improvements in performance in the workplace
- Develop the delivery of their role as Board members and team leaders
- Help them to become independent thinkers and solve their own problems
- Improve their interpersonal skills and relationships with colleagues
- Focus on their priorities and improve work-life balance
- Manage transitions in their organisations effectively

*“ Mark has been a great coach for me. He has listened to my needs and adapted his style accordingly. I was reassured by Mark’s experience and obvious confidence in his abilities and the process, this led to me being able to realise immediate benefits from the coaching session. I have felt at ease with Mark and his manner is open and inclusive. Mark will not, however, allow you to become complacent and makes sure maximum benefit is gained by being probing and challenging of my behaviours and assumptions. I can thoroughly recommend Mark to support you through challenging times in your career with a straightforward, open and challenging approach to coaching. ”*

- Guide their career development planning

## The Healthskills Coaching Process

Healthskills coaches facilitate and enable clients to work through challenges and develop their own solutions in an empathetic and outcome-focused way.

Healthskills coaches treat all partnerships with our clients as equal and confidential.



From De Haan and Burger

We are members of the European Mentoring and Coaching Council and work within the EMCC Code of Practice that provides assurance of our professional credibility.

Our team of coaches all have the following credentials:

- Many years' experience of coaching practice in both the public and private sectors
- Are fully qualified and many are working towards accreditation
- Undertake regular supervision of their coaching practice
- Based UK-wide so that we can match a coach nearest to your locality
- Testimonials and references from previous clients, available on request

### What is the Business Case for Coaching?

A CIPD survey in 2004 found that **92%** of **500** respondents agreed that when coaching is managed effectively it can have a positive impact on the organisation's bottom line and the individuals within it. Furthermore, **99%** of managers believe in coaching as a tool for organisational and personal improvement and would like to develop a coaching culture in their organisation.

Evaluation studies and literature reviews have shown that coaching can:

- Improve relationships, teamwork and communications between staff at different levels within the organisation hierarchy
- Increase job satisfaction and enrichment, which impacts on improved productivity, service quality and staff retention
- Support leadership development, personal development and lifelong learning

- Support talent management, career and succession planning

(Whitmore 2002; Zeus and Skiffington 2003)

Healthskills work with organisations to coach individuals and support the development of a coaching culture. During times of change it is even more vital that individuals at all levels feel supported by their organisations to maintain short term motivation as well as longer term organisational/system stability.

### Who Benefits from Healthskills Coaching?

We work with clients at all levels within healthcare, including clients from:

- Private and corporate sectors, including Board directors
- NHS organisations such as hospital trusts, general practice and CCGs
- Other public sector organisations including local authorities and universities
- Not for profit organisations including charities, community interest companies and social enterprises

*“ I undertook a course of individual coaching with Jane over a 6-month period. We worked on particular aspects of my communication style. The coaching quickly produced marked improvements that were recognised by those I interact with. Jane uses her considerable expertise to get right to the very heart of an issue, identify the small practical changes that will have a big impact and ensure you make them. Jane demonstrates her integrity at all stages of the coaching process and is completely trustworthy. I wholeheartedly recommend Jane as a development coach. ”*