

INSPIRITIVE



Process Oriented Coaching



NATIONALLY RECOGNISED
TRAINING

COURSE NUMBER 21614VIC

Process Oriented Coaching

21614VIC course in Process Oriented Coaching

A nationally accredited course in life and executive coaching

The Process Oriented Coaching program offers coaching skills including organisation, communication, interviewing and influencing skills, enhancing the individual's ability to coach others successfully to achieve specific business and personal outcomes.

Becoming a high-performance manager takes high-performance coaching

Process Oriented Coaching is a five-day training seminar for managers and consultants ready to take their personal effectiveness to the next level. By applying Neuro-Linguistic Programming, or NLP, the seminar coaches people in how to perfect their business skills.

The principles have been proven across all kinds of professions. And it's academically accredited. The 21614VIC Course in Process Oriented Coaching is an Australian Nationally Recognised Training course. The Victorian Qualifications Authority has given its accreditation under the Australian Qualifications Framework. So naturally, it conforms to the same high standard of quality in design and delivery you'd find at an Australian university. Participants can be confident of fairness in assessment and rigour in training. This workshop is available in-house for companies or as a public seminar.

Commercial in confidence

With Process Oriented Coaching, you can discuss business and personal goals without needing to disclose sensitive information. Coaches will:

- Identify leverage points for change from your language and presentation
- Invite you to think differently and develop your own solutions
- Identify thought processes that are limiting you, and create better alternatives for achieving your goals.

Process Oriented Coaching provides the thinking tools for solving problems and managing goals. The course applies the communication models of Neuro-Linguistic Programming to produce measurable results, whatever your field. Unlike the common coaching models, it does not require you to divulge highly personal or commercially sensitive information. This way coaching can be offered at executive level in business and government.



Improve Financial Performance

“And what makes coaching so important to business managers who want to improve financial performance? Because business is behaviour – staff behaviour is the only way actions are taken and financial outcomes are achieved

Increasing performance is about managers taking actions that increase the front line behaviours they want and decreasing those they don’t want. The Process Oriented Coaching system shows your managers how to observe and influence staff behaviour.

Where traditional motivation and coaching usually focus on results, our system focuses on the behaviour that drives results. Management by results can work for high performers but fails for the majority who are medium or low performers. And it is the latent potential in average performers that represents the greatest opportunity for managers to improve business performance.”

– Chris Collingwood, Director

Seamless integration with your existing management framework

Process Oriented Coaching doesn’t ask you to jettison practices that are already working well. It can be used alone or alongside your current management model. The following programs integrate well:

- Synergistic Management
- Situational Leadership
- Aubrey Daniels’ Behavioural Based Performance Management
- The Friedman, Omega and Cohen Brown coaching system.



Seminar Topics

The course works with your existing business challenges. However, the following fundamentals are always covered.

1. Getting on with others

The ability to lead and work with others easily is crucial to successful management. While powerful, rapport with people is often seen as something that either comes naturally or doesn't. The facts are otherwise. Rapport involves a number of specific processes. Processes that participants will learn early in Process Oriented Coaching.

2. Tracking how people think

Once you can see how people think, you'll know how best to manage them. Here you'll learn how different people organise their thinking processes, and further, how they express this thinking in their language; all by learning to track and match the sensory language of others. You will discover the cues that a person prefers to use to communicate. This ability supports rapport and provides opportunities to assist people in solving their problems.

3. Business relationship building

Business is a social activity. Understanding the place of ourselves, of others and our context will affect the results we get when managing. You will learn to track and change these patterns of self, other and context. This skill is essential to effective management.

4. Seeing people's thinking

Great communicators and coaches 'read' other people's non-verbal communication. The ability to know when someone believes what they are saying can make a world of difference when managing. To achieve this you'll learn to follow patterns in your audience's reactions.

5. Managing your own emotional state

An essential skill for managers is to control your own psychological and emotional states. This is a powerful ability that can be learnt. Having the choice and ability to use sense memory to re-experience any useful state can support you significantly in solving problems and fulfilling an outcome. You will learn an NLP process that enables you to have full access to the states that will be most productive for you. Examples include confidence, enthusiasm, commitment and motivation.

6. A framework for excellence

For coaching to succeed, every one's situation is defined early in the coaching process. This will define the type of resources that may be necessary for coaching success.

7. Setting achievable goals

Along with framing the context, the coach needs to discover the desired outcomes for coaching. During the Process Oriented Coaching training, you'll also learn to elicit outcomes from those you manage. As a result, you'll be able to facilitate people's achievement in business.

8. Outcome, intention and consequence

Outcomes always affect other relationships and events. Participants will learn to consider the intentions and the likely consequences of achieving a given result. This model is critical for planning and project management.

9. Interviewing skills

Great managers, interviewers and coaches get precise, high quality information by questioning in a systematic way. During the Process Oriented Coaching training participants develop their interview skills through learning Dr John Grinder's Verbal Package.

10. Engaging your intuition

When you ask someone who excels in a field, they frequently can't tell you precisely how they do it. They have unconscious competence. NLP may be used to reveal the patterns that make these people able to excel. And to discern these patterns takes intuition. Knowing when and how to engage the unconscious mind is an essential skill for solution generation. The Process Oriented Coaching training assists participants in developing this intuition alongside linear thinking processes to enhance their overall competence in coaching.

11. Giving people the resources they need

To lead people, it helps to be able to give them the mind states they need to solve the problems before them. These valuable resource states can be made available through an NLP communication process called anchoring. Anchoring is a sophisticated communication skill of great value to the coaching process and a client's resourcefulness in the world.

12. Bootstrapping high performance

In contemporary business, consistent high performance is considered essential. Making high performance the accepted behaviour is known as bootstrapping. During the Process Oriented Coaching training, participants will learn to help people performing with excellence as a norm. Achieving excellence in management means being able to coach others so well that it's an unconscious competence. In Process Oriented Coaching, time and attention is given to exercises and role-play, so that coaching skills becomes a normal part of work.

About The Trainers

Christopher Collingwood

Dip.TAS, BA (Psych.), Grad. Cert. NLP, MAppSci. Social Ecology

Chris has over 25 years international experience in consulting and training. He developed the Systemic Values Sorting Pattern, an emergent process for sorting multiple values across contexts. A major focus for him is exploring and developing models of emergent learning using NLP. Chris currently hosts a weekly radio show on personal change. He is committed to ongoing, high quality NLP education. He is a leader in training in applied cognitive psychology and assists individuals and organizations in cultural, corporate and personal change.

Jules Collingwood

Dip. TAS, RN, Bsc, Grad. Cert. NLP, Post. Grad. Dip. Conflict Resolution

Jules has been involved in training and coaching since the 1980s. As well as training, she consults to business and senior management, where she specializes in systemic change and individual performance enhancement. She is a superb negotiator with highly developed skills in influential language patterns which she uses to assist clients develop and achieve their plans. Jules also develops custom training programs for specific applications and is responsible for Inspiritive's RTO compliance management and course accreditation.

Rebecca Mitchell Queensland, Australia

Dip. Business, Cert IV Training & Assessment, Grad. Cert. NLP

As a business professional with over 10 years international experience, Rebecca educates, consults and mentors in most corporate arenas from front line to CEO & Advisory board members. Her expertise is in creating cultural change within the workplace as well as on an individual level. With exceptional future focused process oriented thinking abilities, Rebecca excels in semantic change & process, continuing to passionately exceed benchmarks within NLP, training, development and consulting.

About the course

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