



# Coaching

Whether you require coaching to support a senior executive, further develop a high-potential leader, address a particular challenge, or encourage an employee who has been recently hired or promoted, FlashPoint's experienced, certified coaches can help you achieve your objectives. And, as a multidisciplinary human resource firm, we'll apply our knowledge of management and leadership best practices to ensure that participants benefit from leading-edge solutions.

## Our approach

In FlashPoint's coaching initiatives, the coach, participant, and client contact each have distinct responsibilities. Our action-oriented coaching process centers on a development plan that the participant follows throughout the initiative. Through regular meetings and progress summary reports, we involve the client contact during the process to establish goals, ensure the initiative is aligned with organizational and business needs, and provide the participant with internal support. As a way to measure progress, the participant and the client contact complete skill/behavior assessments both before and after the initiative.

We offer flexible scheduling—sessions can be conducted in person or over the phone, and engagements can vary in duration from a few weeks to several years, depending on the participant's needs and goals. Fees are based on the employee's role and the engagement length.

### FlashPoint offers coaching for various needs:

- » Leadership development coaching
- » Performance improvement coaching
- » Executive coaching
- » Career coaching
- » Group coaching
- » Follow-up coaching to support training

## Our process

### Planning

- » Meet with the client contact to review the process, establish roles and responsibilities, and determine goals. Help the client position the initiative with the participant to encourage active and willing engagement in the process.

### Coaching Engagement

#### Initial Session

- » Include the client contact in the first part of the session to set objectives and show organizational support for the initiative. Establish the coaching relationship, discuss the participant's development plan, and identify success factors.

#### Remaining Sessions

- » Discuss challenges or obstacles the participant is facing and review progress toward the development plan goals and discuss strategies for achieving them.
- » Regularly check in with the participant to encourage him or her toward the development plan goals. Provide the client contact with regular updates and a mid-project summary report.

### Debrief and Evaluation

- » Meet with the client contact to evaluate the initiative's success and determine next steps. Provide an end-of-project summary to serve as documentation for the employee's personnel file, if required.

### The process could also include:

- » Interviews with the participant's peers or direct reports for insight
- » Skill assessments on topics such as communication, performance management, change management, retention, personal style, and time management
- » 360-degree leadership assessments and other leadership models