

Testimonials & client feedback

STATISTICAL DATA FROM PROGRAMS

The data below was collected from participants from clients running short to medium sized programs with hundreds of participants in total. Scores below are an average out of 10, with 10 being the highest possible number.

	Mining	Energy	Manufacturing	Real Estate
This training has given me specific tools that I expect to use regularly	8.7	7.7	8.6	9.4
This training will help me improve my own, or my people's performance	8.8	8.1	8.7	9
This training will help me run more effective performance reviews, meeting etc.	8.8	8	8.6	9.1
Trainer's facilitation skills	9.5	9.3	9.3	9.8
Trainer's content knowledge	9.6	9.6	9	9.9
Trainer's coaching skills	9.7	9.4	9.4	9.9

GENERAL EXPERIENCE

“Very worthwhile and practical leadership coaching course. I am very glad I have done it. The participant manual is also a very useful keepsake.”

SB, QIC Participant 2006

“This program opened my eyes to some of the things I do wrong that result in additional time and effort required to complete tasks”

MS, Origin Energy Participant 2006

“Best course I have ever been on.”

GC, Dominion Breweries Participant 2006

“The program clearly demonstrated a clear, logical, structured approach to coaching and indirectly provided an insight into some of the more specific requirements involved in project planning and implementation.”

DB, Dominion Breweries Participant 2006

“Very structured and comprehensive course. Stages clearly defined. Practice at every stage. Allowed many 'ah-ha' moments as we worked through the content. Great to be able to see progress through the stages and steps, with practice.”

JK, Maroochy Shire Council Participant 2006

“The course actually delivered a platform for coaching anyone and everyone. It also highlighted the need to build trust whilst also openly and honestly acknowledge people which are key components to all relationships we have in life, let alone the coaching roles we may take on.”

BG, Dominion Breweries Participant 2006

“Great day! Non- threatening & inspiring! I was really looking forward to today & can't wait to put it into practice. Thanks!”

CR, Roche Mining Participant 2005

“The fact that it was a very interactive course was great as it kept you going. The way that the concepts build up during the day and the practices along the way working in small groups was really good.”

CP, Deloitte Participant 2006

"This program exceeded my expectations because it challenged my way of thinking and offered a logical structure and framework to work with."

KH, Dominion Breweries Participant 2006

"Definitely exceeded my expectations – I previously thought I was a reasonably good mentor, I've come to learn that the actions I practiced in the past can be just as destructive as beneficial."

Dominion Breweries Participant 2006

"The use of role plays was very helpful to get a feel for what sort of interaction to expect."

MM, Deloitte Participant 2006

"A thoroughly worthwhile course that has changed my whole outlook on dealing with people"

DH, Dominion Breweries Participant 2005

"Excellent manual and the visual aids were generally very consistent with the manual. The various "models" in the training were very good."

TH, Maroochy Shire Council Participant 2005

"Useful tools that I look forward to using & perfecting"

ND, Roche Mining Participant 2005

"I've learnt effective communication – how to be a leader as opposed to a manager"

BR, Roche Mining Participant 2005

"Excellent day from which all participants took away something useful"

GH, Roche Mining Participant 2005

"Should be run for all managers at Roche!"

MR, Roche Mining Participant 2005

"An in-depth overview of coaching skills and presented in real life situations"

RD, Origin Energy Participant 2006

APPLICATION

"I'm listening rather than telling & empowering staff rather than doing"

RC, Roche Mining Participant 2005

"I'm now looking for opportunities to acknowledge & give feedback continuously."

SR, Roche Mining Participant 2005

"Putting people at ease with difficult conversations"

DG, Roche Mining Participant 2005

"I found this course to be really fantastic and in fact inspirational. I know that coaching is something I will do (hopefully lots of it). I feel that my competence level rose along the way and practice and further reading will help. I can only remember one other course that gave me such a buzz. Thanks so much. I am inspired to see course participants flying with this and to see the lives of my two first coachees changing so dramatically."

JK, Maroochy Shire Council Participant

"I've learnt to asked questions to create more informative conversations"

VD, Origin Energy Participant 2006

"A great deal of the planned projects require a lot of brainstorming – The program provides a framework (self directed learning) to do this"

Dominion Breweries Participant 2006

"Better techniques for me to help my team members"

Roche Mining Participant 2005

"It opened my eyes to other possibilities of how to manage people and set goals and plans for them."

CH, Centrelink Participant 2005

“As a new manager it gives me clear guidance in best practice coaching of my staff – which will be powerful as a first time manager given micro management is an easy trap to fall into.”

MH, Dominion Breweries Participant 2006

“It will help me to be more effective as a team leader to develop staff. Through staff development the team will become more efficient and effective in delivering our department objectives”

KH, Dominion Breweries Participant 2006

“I have begun to acknowledge my staff and family more frequently and generously. Provide development opportunities which supports the achievement of individuals goals.”

BG, Dominion Breweries Participant 2006

“I’ll be able to engage more effectively with my manager on project topics. Assist DC managers in providing inspirational support to reporting staff.”

Dominion Breweries Participant 2006

“From manager to leader: spending more time on vision and planning (less detail). More learning questions. More positive feedback – 2 acknowledgements per day is a good rule”

SB, QIC Participant 2006

“I will change how I talk to others when they approach me about a problem, instead of thinking I need to offer solutions I will ask a question that allows them to answer their own query (already tried it and it had amazing results).”

KH, Dominion Breweries Participant 2006

“Listening for potential and understanding that people's brains are wired differently helps me to be more tolerant of staff.”

SL, HSBC Participant 2005

FACILITATORS

“Josie is an exceptionally good listener who seamlessly adjusts to the many moods that arise throughout such training days. Josie kept things REAL...”

MM, Origin Energy Participant 2006

“(David and Georgia) took the time to explain key concepts using a variety of stimulating learning techniques.”

AB, HSBC Participant 2005

“Josie was very personable and very knowledgeable on subject matter. Paced the work well and practised the skills of coaching extremely well throughout the workshop. The coaching environment was kept professional and had a good balance of light heartedness with the requirements of more focused intent when required. The course content was full and extensive and put across in an understandable manner.”

Dominion Breweries Participant 2006

“(Satyam) Kept us engaged. Used practical examples. Pushed us and pulled us - encouraged and reassured us. Showed her significant experience. Kept it very human. Helped us to laugh in tight times. Offered huge support (eg unlimited phone calls) and was consistently generous with her time and knowledge.

ACKNOWLEDGEMENT always (great role model).”

JK, Maroochy Shire Council Participant 2005

“Great facilitation, David Rock obviously was able to impart the content and still get full participation. Great coaching presence – very experienced.”

SL, HSBC Participant 2005

“Dorothy interfaced very well with the Lead Trainer and clearly had very strong subject knowledge as well. Dorothy was equally enthusiastic and provided her support and assistance freely. Role plays were carried out very convincingly and clearly there was excellent teamwork in what is a very difficult thing to do.”

Dominion Breweries Participant 2006

“(Georgia, Maryanne & Suzan) backed up each other with live examples (without revealing anything personal about the person) and did the role plays helped cement my ideas. As trainers they did an excellent job, you should be proud of them.”

CH, Centrelink Participant 2006

“(Satyam) Delivered the course content with great warmth and humour. Quickly became familiar with, and a part of our group of trainee coaches. Had a very good grasp of all of the coaching techniques and processes, obviously backed up with considerable experience.”

TH, Maroochy Shire Council Participant 2005

TELECONFERENCE TRAINING

“We have been pleasantly surprised with this format for the delivery of our Coaching Skills for Leaders Workshop (Art of the Coach).

We have found it to be a far more cost effective alternative to having students or instructors travel in our global environment. It provides the opportunity to "create new maps" through focus and attention over time -- an approach to delivery that would be impossible in any other format in our corporate environment.

In addition, we have found an additional benefit for the participants -- they learn how to make their own global teleconference calls more effective. We even successfully completed a train-the-trainer program for Coaching Skills for Leaders via teleconference. We taped the calls and were able to go back to the recordings for refreshers.”

Colette Dempster, EDS Coaching and Mentoring Portfolio Leader

“The telecalls were smooth and indeed within the hour very much learning.”

SL, HSBC Participant 2005

“All too often, tele-conferences take too long to say too little. The RCS calls were focused on the learning at hand and stayed there, never wandering off on unimportant tangents. This tone was set from the very first call and continued consistently to the final one.

A surprise for me was the even balance of participation among the students in the class... The RCS class leaders ensured that each person was called upon at least once during the session. Knowing I'd be called on kept me engaged and ready to answer since I never knew when I might be asked to respond."

KB, Participant 2006

"Provides a focused learning experience at the time and place convenient for learning. Greatly enhanced by in between the class work in pairs."

LG, Participant 2005

"(Telecalls) Created a safe space to learn, encouraged us to have a go. Gave me the confidence to get it wrong, moved us forward all the time, deepening learning and it was great fun too. Support was always there."

CW, Participant 2004

"I liked the role play focus in the phone sessions, really clarified the process for me. Homework assignments were well thought out."

New York Participant 2005

"The telecalls actually worked really well, especially the last 4 mentoring calls."

JK, Maroochy Shire Council Participant 2005

"Total focus on each call and the ability to listen to each participant without allowing the agenda of the course to dictate what could be explored."

Participant, 2006

"It is amazing how an environment of trust was created with 18 people over the phone."

Participant, 2006

"(On telecalls) Facilitated a large and varied group excellently, masterful coaching and training and created an inspiring, sharing, open and safe environment."

Participant, 2006