

CAN YOU SUCCESSFULLY SCALE

SMALL GROUP COACHING LEADERSHIP SOLUTIONS?



Psst!
Yes, you can.
And yes, we did.

SCALE!

- 150 front line leaders
 - 120 managers
- 38 small group coaching pods
- 228 coaching sessions planned
 - All deployed in 6 weeks

RESULTS!

- 94% - “improved my leadership skills”
- 88% - “strongly improved my confidence”
- 77% - “improved my relationship with my team”
- 71% - “improved my relationship with my manager”

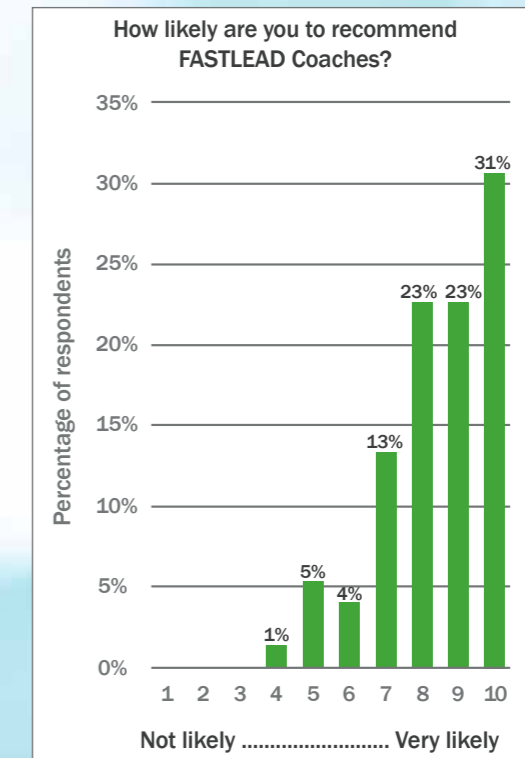
Net promoter score: 43

One single client in the transport industry put 270 active participants in the program (including, of course, the super important managers of participants).

Using 5 years of small group coaching experience, we deployed our FASTLEAD program in six weeks.

The results? Participants strongly recommend the program to colleagues.

See later pages for why participants love small group coaching.



SCALE! and SPEED!

Did you say 6 weeks?
We did, and here's how:

- We leveraged our extensive network of accredited coaches
 - Flexible pod options
 - Fast communications
 - Clockwork project management

SYSTEMS!

The FASTLEAD project management team simply work their magic. So many moving parts, yet all we had to do was set and forget. Great reporting and feedback systems. It really was easy.

What turns most clients off the idea of small group coaching solutions for front line leaders is the sheer complexity and number of moving parts. With FASTLEAD, clients benefit from:

- 7 years of experience – we've honed our systems for maximum learning impact with minimum client administration;
- Our project team – who organise everything (from phone briefings, reminder emails, distribution and collation of feedback surveys, and, of course, the coaching sessions);
- Our project team again - who report on everything, keeping you in the loop, and escalating issues quickly if necessary;
- Our fully accredited network of FASTLEAD coaches – who are in every capital city and many regional centres across Australia and New Zealand – they are ready to go at a moments notice;
- Our back-end systems have automated communications and reporting;
- 14 topics enables flexible pod options

No client wants to set and forget. But its nice to know that when that unexpected project arrives, we've got your back, and your front line leaders are learning fast and effectively.

FRONT LINE
LEADERSHIP
DEVELOPMENT AT
SCALE...

BUT NO COMPROMISES ON
QUALITY
- JUST THE OPPOSITE.



QUALITY!

Quality is achieved not just by the deployment of smart technology systems, but by mindset. Whether you are running one pod or 50, we measure what's going on with every participant, in every pod, in every session.

Small group coaching allows you to do something you've always wanted to – customise the experience for every **participant**, rather than every **cohort**.

With small group coaching:

- No participant gets left behind – even contributions are possible so everyone is actively engaged;
- Every participant gets to talk about their team, and their challenges – so the coach can direct the group's attention to helping find relevant solutions – something that is only possible in small groups;
- Managers receive participant's personal growth plans and learning content, plus invitations to attend three-way conversations between the participant, themselves and the coach – so that they can support the embedding of new behaviours back in the workplace;

Every participant – and their manager – gets 5-star treatment from their coach and our project team.

Turn overleaf for why participants love small group coaching.

Fastleaders love the **COACHING**

- “My coach has opened my eyes to how I can improve my leadership. He’s there for me.”
- My coach facilitates really interactive sessions ... with input from all pod members valued.”
- “This intense coaching has improved my confidence and enables me to identify and assess my abilities.”
- “Our coach is great, and really challenges us and provides great feedback.”
- “The coach is able to help pod members effectively. The coach makes it feel like an adult chat rather than training.”

Notice that the participant says “my coach”. This is typical. There is personal attention and personal trust. Coaches have 121 time with participants in our program too.

Participants learn many skills by observation. Our coaches model great coaching questions, and great facilitation skills, involving everyone. These examples rub off on participants.

Challenge is everything. Set ways of thinking are a barrier to participants moving from a management to a leadership mindset. And the participants report loving the diplomatic but firm challenge.

FASTLEAD is curriculum based, but we work with the mantra that “the answer is in the room”. Our coaches ask and facilitate, but they don’t train. Participants self discover insights and best practice.

FASTLEADERS LOVE THE GROUP SIZE

- “The small group approach makes it a safe and supportive environment.”
- “I believe you participate and share more effectively in a small group, particularly when the group comes from similar backgrounds.”
- “The smaller group makes it easier for all involved to provide experiences and ideas.”
- “It’s been engaging listening to others’ challenges and thinking.”
- “Small group size, engaging and challenging content, well structured with a good mix of delivery types.”

We operate with very clear rules of engagement, with well established coaching standards. Pods members often hang out together well after the program has completed.

Front line leadership, particularly the first time around, can be a lonely experience. Not so with FASTLEAD. Fastleaders have a built-in support network, including, in moments of crisis, a coach to turn to.

In each coaching session, there is a mix of content delivery (discussion of models and best practice), individual coaching, group problem solving, and experience sharing. Ask anyone – time flies.

FASTLEADERS LOVE THE TEAMWORK

- “Time to discuss the different viewpoints in a small but diverse group.”
- “Working and learning in a team where we can share our thoughts and ideas without judgement.”
- “It is open and confidential and without blame. “Good team conversation and support.”
- “The networking with other peers. It is a quick way to learn how to build better relationships with colleagues.”

Participants learn by sharing and exploring experiences. They work collaboratively in the sessions to solve each others problems, and enjoy hearing a diversity of views and approaches.

What goes on in the pod stays in the pod – an important first commitment to each other. It makes teamworking rich and meaningful. This culture in the pod leads to real conversations.

The ability to say something without fear of it being “wrong” is an important part of FASTLEAD’s design and engagement rules. The safe zone benefit of small group coaching is underestimated.

We encourage clients to use pods to “silo-bust”. In this execution, participants were drawn from each of the three divisions, meaning networks and knowledge across the business flourished.

FASTLEADERS LOVE THE REAL WORLD SCENARIOS

- “Small groups going through real world scenarios. The real life discussions make the program so relevant.”
- “I enjoy the part where we share real experiences and get feedback through coaching.”
- “It’s easily applied to my day to day work.”
- “Listening to other pod members and how they deal with similar situations.”
- “The sharing of experiences makes it engaging and enjoyable, and enables me to remember examples and apply principles.”

Small group coaching is really applied leadership development. Having tested out possibilities and options in the pod, leaders can return to the workplace and put plans into action.

One of the great advantages of small group coaching is the ability of the participants to focus on real world issues and challenges, and problem solve together.

The concept that there is more than one way to solve a problem is a critical concept that underpins FASTLEAD. Hearing other perspectives helps build collaboration and diversity.

Making learning memorable and applicable is at the heart of every learning design. With small group coaching, participants can apply learning the next day. And they do.

FASTLEADERS LOVE EPISODIC LEARNING

- “I value the structure of the program. It is much better than 3-4 day programs. It’s intense, but does not consume the whole day.”
- “We learn a variety of skills that can be used in multiple situations. We report back on what we’ve used at the beginning of each session.”
- “I am currently involved in three leadership programs and FASTLEAD provides the most practical coaching. The small size is a huge advantage, and monthly sessions, as it really allows for robust discussion and tailored learning.”
- “I have time to think about and apply each topic in between sessions.”

Three or four day intensive learning programs for front line leaders are a challenge for them – information overload and also time away from the front line. Monthly sessions work well.

Participants make commitments to action at the end of each coaching session, and then at the beginning of the next session report back – what worked, and what didn’t? This accountability inspires action.

The coaching component of the program is the key – it is easily the most mentioned benefit. But monthly sessions give participants breathing and learning space.

In our early research, one topic at a time was a suggestion made to us by front line leaders. Participants have time to deploy, and then feedback what worked to other pod members at the next session.

INTRODUCING ...



FASTLEAD PLUS

- FASTLEAD was designed for front line leaders, but many of our clients have asked us to develop a version for middle managers – the group front line leaders report to.
- We are excited to announce that the middle manager version of the program is now available for deployment – FASTLEAD Plus.
- It connects to FASTLEAD by using the same models and concepts, but all coaching and discussion is orientated around the challenges of leading leaders.
- We've developed some unique case studies to focus the conversation and help break down any distrust or competitive issues among middle managers.
- Contact us for more information.



FASTLEAD SALES

- FASTLEAD was designed for front line leaders, but some of our clients have asked us to develop a version specifically for front line leaders who run sales teams.
- We are excited to announce that this version – FASTLEAD Sales – is newly available to all clients.
- It connects to FASTLEAD by using the same models and concepts, but positions all topics from the perspective of sales leadership.
- We are in the process of accrediting our coaching network specifically in this version of FASTLEAD, since we believe sales background is an important component in its delivery.
- Contact us for more information.

SCALE!

**EQUALS RAPID CULTURE CHANGE
AND FAST TRANSFORMATION,
ELEVATING BUSINESS RESULTS**

- Change the leadership behaviours of many, fast
- Drive transformation through aligned coaching
 - Bring values to life
- Create “one enterprise” for many

Small group coaching at scale can bust silos!

Small group coaching at scale can drive new culture.

Small group coaching at scale can accelerate business results.

Small group coaching at scale can drive major change.

Small group coaching at scale can drive strategy.



SMALL GROUP LEADERSHIP COACHING AT SCALE!



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