

Course Prospectus

Open
Door
Coaching



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The information in this prospectus is valid from 1st January 2020 and is subject to change. For the latest program information, please visit our website.

Our goal is to partner with you in making a difference to your workplace by using coaching skills.

At Open Door we believe in using coaching skills to create workplaces that we can all be proud of. Workplaces where people want to come to work; where they are inspired and motivated; where innovation and ideas are encouraged and where people across all levels of the organisation are inspired to make a difference. We believe in creating workplaces where everyone is reaching their potential and partnering to achieve high-performance results.



Who are we?

We are a group of highly talented individuals who love what we do! We are passionate about making a difference in the workplace and bringing out the best in the people we work with.

We are Open Door Coaching! One of Australia's leading workplace coaching organisations. We coach managers and leaders to coach their teams; we do one-on-one executive coaching; practical workshops and we are a Registered Training Organisation.

We are champions of inspiring the culture of coaching conversations in the workplace where coaching is "the way we do things around here".

We have coaching qualifications, business qualifications, proven track records and years of experience. But most importantly we have the passion, enthusiasm, drive and commitment to help you make a difference in your workplace. We do this with fun, honesty, practical skills, and a focus on relationships and innovation.

We continuously set new benchmarks for workplace coaching in Australia.

We designed and delivered Australia's first Certificate IV and Diploma programs in workplace coaching, with government and International Coaching Federation certification, and years on, those programs continue to be endorsed by industry.

Our CEO, Natalie Ashdown wrote the leading book on inspiring coaching culture in the workplace with over 30 Australasian case studies called *Bring Out Their Best - Inspiring a Coaching Culture in Your Workplace*. It is used widely as a pivotal text for coaching managers and organisational change.

We are proud of the relationships that we have with our clients across all sectors, including government, private and public organisations.

Coaching courses & qualifications

Open Door offers a range of development opportunities to support you and your teams. Whether it's a workshop on a particular topic, a tailored leadership and development program, a full nationally recognised coaching qualification, or anything in between, we can help you.

Over the following pages, you'll find information on our flagship programs. Don't see what you're looking for? Give us a call on 1300 006 324 and let's work together to create a program that makes a difference to your workplace.



Certificate IV in Workplace & Business Coaching (10834NAT)

Essential coaching skills for business coaching and workplace coaching settings. Perfect for new coaches, managers developing coaching skills, or experienced coaches who want their skills recognised.



Online

› \$3,450

- › **Nationally recognised qualification**
- › **30 ICF Hours**



Face-to-face (4 days)

› \$5,950

(\$200 early bird discount if paid 30 days in advance)

- › **Nationally recognised qualification**
- › **60 ICF Hours**



In-house

We can deliver this program in house for you. Pricing varies, but is usually more cost effective for group enrolments. Please contact us for more details.



(If you are only looking for ICF hours, then other options and pricing are available on our website.)

The Certificate IV in Workplace and Business Coaching (10834NAT) provides a complete toolkit to enable coaching conversations with individuals and teams in your workplace. It provides tools and frameworks that can be utilised in a diverse range of practical workplace scenarios.

We include topics around effective communication and building strong relationships; coaching through change; reframing negative behaviours; having feedback conversations and a deeper level of coaching around values, attitudes and beliefs.

You have the opportunity to learn about yourself and to grow and develop your coaching skills and to make a significant difference to people around you.

Through building your coaching toolkit you will be better able to:

- › Ask better questions and start “really” listening – reducing the need to problem solve and reducing the chatter in your head
- › Coach people through change and to resolve conflict
- › Encourage feedback and have better conversations
- › Move from a telling and directing approach to an approach that engages and motivates people
- › Gain time back through developing and leading your team and building trust through delegating
- › Build better relationships with your peers, customers, and management
- › Identify learning styles in others in order to communicate with them better

- › Set goals for yourself and your team for higher performance and to take action
- › Have successful performance management conversations
- › Align team values and vision to organisational strategy
- › Use a whole range of coaching tools in different workplace scenarios

All of this, whilst at the same time earning coach specific training hours towards your International Coach Federation credentials, if that's in your plan.

Assessment requirements

To achieve the qualification you will complete 8 units of competency including 7 core units and 1 elective unit.

Our courses have been purposefully designed to accommodate corporate and professional people – busy people who experience the demands of the workplace and the pressure of time. Accordingly, all training, course material completion and face to face activity is conducted in a way that is mindful of an appropriate work/life balance. To achieve the qualification you will need to:

- › Complete practical workplace coaching of individuals and/or teams
- › Attend live training (for face to face courses)
- › Complete pre-course work
- › Complete practical coaching workbooks
- › Complete an MBTI profile for your own self awareness

Module descriptions

Module 0 – Introductory workbook

This module enables you to develop self-coaching skills, focusing on how to set goals in valuable ways as well as exploring useful coaching tools to achieve those goals.

It includes valuable information about the coaching industry and international coaching competencies.

This module is an important tool to develop self-awareness and self-reflection skills, setting the foundation to become a valuable coach for others.

Module 1 – Introduction to coaching

This module looks at the range of coaching in the workplace and highlights the distinction between what coaching is and what it is not; the dynamic between the Coach, the Coachee (client) and any Stakeholders involved in the relationship; and compares the coaching skill set to other techniques used in the workplace to decide when to be coaching.

We discuss the characteristics of a great coach, as well as the framework for successful coaching in the workplace and we introduce you to some basic coaching models.

Module 2 – The coaching process

This module looks at the coaching process, including: how to identify the need for coaching; ways to invite the coaching conversation; creating the right environment for coaching; finding the focus for the coaching conversation; as well as more coaching models and techniques.

Module 3 – Effective communication in coaching

This module focusses on effective communication in coaching and understanding how we communicate. It includes a detailed look at learning preferences, behavioural styles and personality types and the use of this knowledge in your coaching.

We take a look at rapport building, as well as cultural and social sensitivities, and you will review a coaching text of your choice to delve deeper into models, tools, techniques and strategies you can use within your own coaching practice.

Module 4 – The full GROW model

This module focusses on the full GROW model in detail, which is the foundation model for your coaching conversations.

Module 5 – Everyday coaching models (Part 1)

This module introduces a variety of coaching models and tools to expand your toolkit beyond the GROW Model.

We'll show you how to choose the right tool in the right situation to ensure your coaching is client-centered and responsive.

Module 6 – Everyday coaching models (Part 2)

This module continues the focus on a variety of coaching models to increase your coaching flexibility. This includes short, sharp models to get people thinking and to get fast results.

Module 7 – Coaching scenarios in the workplace & resistance

This module focuses on a variety of workplace scenarios where obstacles and resistance may be prevalent and how you might approach them using coaching as a strategy.

We will also take a look at how to use coaching where work performance may not be at the required level.

Module 8 – Coaching for effective feedback & opening challenging conversations

This module focuses on how to give effective feedback as well as the key concepts that underpin feedback in the workplace.

The module highlights challenging conversations in the workplace and how to approach those for effective and positive outcomes.

The module offers a feedback script to use and practice for those times where an effective feedback conversation needs to occur, and key coaching questions to ask before, during and after the conversation.

Module 9 – Values, attitudes & beliefs

One of the most valuable modules in the Certificate IV program, this module focusses on the relationship between values, beliefs, attitudes and results.

The module provides tools to coach and explore values, beliefs and attitudes, and changes in behaviour that lead to achieving desired outcomes. The module provides tools to elicit values that influence decision making and beliefs that are either supporting or holding back the achievement of goals.

This will be some of the highest impact coaching you can do!

Module 10 – Coaching through conflict

Conflict in the workplace needs to be managed effectively and in specific ways, and this module introduces specific coaching tools to address conflict scenarios in the workplace.

This module addresses coaching through conflict in detail by analyzing the key sources of conflict (including communication, values, beliefs, attitudes, meaning, change, competition and mood) and how to find the higher purpose to coach through.

Module 11 – Coaching through change

This module focusses on coaching through change in the workplace. It introduces coaching tools to address and embrace change in the workplace, as well as overcoming resistance to change.

This module also offers the opportunity to define, reflect and review your own change case study.

Module 12 – Strengths-based coaching

This module focusses on identifying and leveraging strengths for high performance in the workplace. We use the Strengthscope™ as a coaching tool; focus on the definition of strengths-based coaching in the workplace; the difference between strengths and job competencies; the benefits of utilising strengths in coaching; and how to coach people to their strengths in order to achieve an uplift in performance across all areas of work.

Module 13 – Authentic leadership

This module focusses on leadership in your organisation, your leadership values and vision, important leadership qualities and the role of leadership in decision making. The module also includes building relationships and networks; reflecting on how we currently build trust and demonstrate authentic leadership; and the role of coaching practice as part of our personal leadership style.

Module 14 – High-performance team coaching

This is a detailed module focusing on valuable tools and approaches to create and sustain high-performing teams.

The module introduces a survey to ascertain how your team is performing and focusses on learning a coaching approach for teams, utilising a variety of coaching models and tools, to support the characteristics of a high-performing team.

The module provides the opportunity to create your own case study, putting your own ideas into action to create a high performing team.

It also allows learning and reflection on team communication and feedback, drawing knowledge learnt about learning preferences and behavioural styles from module 3.

There is a section focused to coaching toxic teams, as well as looking at team work plans for successful outcomes.

Assignment 1 & assignment 2

Assignments 1 and 2 provide you with the opportunity to develop your coaching skill.

For each assignment you will: coach a person for four sessions, utilising all of the coaching models and tools learnt in the Cert IV program; and then write up a case study to reflect and consider your coachee's situation, how you supported them and your own coaching performance.

This is a practical experience that prepares you to coach others for a number of ongoing sessions with confidence.

Coaching demonstration recordings

The Certificate IV in Workplace and Business Coaching requires you to complete four (4) coaching demonstrations, using a variety of coaching models and tools from the program.

You must complete and pass all four demonstrations as part of your assessment.

If you are completing a face to face program or in-house program, providing you complete all face to face days and coaching practices and have been observed by the course facilitator, you will only need to submit ONE coaching demonstration at the end of your course work.

If you are completing the program online, you will be required to complete and submit four (4) recordings for assessment.

You will be given feedback by your course facilitator or online assessor for all demonstrations.

Diploma of Workplace & Business Coaching

(10835NAT)

For experienced or qualified coaches who wish to extend their coaching skills and learn how to implement a coaching led culture in an organisation.



Online

- › \$3,450
- › **Nationally recognised qualification**
- › **45 ICF Hours**



Face-to-face (4 days)

- › \$5,950
(\$200 early bird discount if paid 30 days in advance)
- › **Nationally recognised qualification**
- › **65 ICF Hours**



In-house

We can deliver this program in house for you. Pricing varies, but is usually more cost effective for group enrolments. Please contact us for more details.



(If you are only looking for ICF hours, then other options and pricing are available on our website.)

The Diploma of Organisational Coaching (10835NAT) attracts the “champions” from the workplaces who are passionate about coaching, are great coaches themselves and are aspiring to lead cultural change in their workplace. The program focuses on introducing a coaching culture into the workplace and provides you with the frameworks and tools to do this and also coach senior executives.

The diploma is based on a combination of best practice frameworks, case studies and learning from the experience of the group and the program is an International Coach Federation Accredited Coach Training Program.

The diploma is delivered in two parts: the Advanced Coaching Certificate and the Coaching Culture Certificate (see following pages for more information).

The diploma focusses on the skills to enable you to:

- › Create and sustain a coaching culture using best practice frameworks;
- › Design and implement coaching programs across an organisation;
- › Link the culture of coaching to corporate strategy;
- › Embed the culture of coaching into documents such as job descriptions and recruitment processes;
- › Validate and define the impacts and effectiveness of coaching by quantitative and qualitative measurements of return on investment;
- › Design tools and programs that embed coaching in the workplace; and
- › Coach individuals and teams at an advanced level.

Assessment requirements

To achieve the qualification you will complete 8 units of competency including 7 core units and 1 elective. Assessments include:

- › Completing readings and case studies on the topic of coaching culture
- › Peer coaching
- › Attendance at training days (if studying face to face) or online webinars
- › Practical executive coaching assignment
- › Coaching culture project
- › Complete answers to questions in workbooks

Advanced Coaching Certification

The Advanced Coaching Certification is for experienced coaches who are looking to extend their coaching toolkit. We go behind the scenes of high performance, and give you the skills to help people change their mindsets, and achieve their goals.



Online

› \$1,950
› 20 ICF Hours



Face-to-face

› \$3,950
› 40 ICF Hours



In-house

We can deliver this program in house for you. Pricing varies, but is usually more cost effective for group enrolments. Please contact us for more details.



If you are ready to take your coaching skills to the next level then the Advanced Coaching Certification is for you! The Advanced Coaching Certification goes 'behind the scenes' of high performance to unpack how people achieve their results and how to transform mindsets and behaviours to achieve high performance.

We bring conscious awareness to the way you are coaching, analysing the fine detail of coaching tools and techniques and use that learning to enable you to achieve transformational results with your clients.

We include advanced techniques for decision making, conflict management and enabling change and for eliciting a clients' strategy for high performance or under performance.

Informed by neuroscience and neuro-linguistic programming methodologies, you have the opportunity to thoroughly immerse yourself in a deeper level of coaching that will make a difference to yourself and others.

By achieving the Advanced Coaching Certification you have the option to achieve two units of competency toward the Diploma of Organisational Coaching (10835NAT) and coach specific training hours towards your International Coach Federation credential.

Module descriptions

Module 1 – Introduction

This module is designed to orientate you towards your Advanced Coaching Certification by providing an overview of the program and assessments and introducing you to the ICF Core Competencies and the PCC level of coaching that we will be focusing on throughout the program.

Module 2 – PERFECT model

In this module we will be introducing the first of our advanced coaching models. These models are designed to create real transformation in the people that we are working with and give you the opportunity to design a set of new questions.

In this module we introduce you to the PERFECT model and take a deeper look at problem solving using the model.

Module 3 – Cartesian co-ordinates

In this module we introduce you to the Cartesian Co-ordinates model and take a deeper look at particular NLP-based questions.

Module 4 – Strategy elicitation

In this module we will continue to introduce our advanced coaching models. These models are designed to create real transformation in the people that we are working with and give you the opportunity to explore a ‘deeper level’ of coaching.

In this module we introduce you to the Strategy Elicitation model and particularly look at the application of the model to resolving conflict.

Module 5 – Decision making strategies

In this module we introduce you to the Decision-Making Strategy model that builds on the VAKAd strategy elicitation from our previous module.

Module 6 – Behavioural reframing

In this module we introduce you to the Behavioural Reframing model and build on the models from our previous modules.

Module 7 – Advanced conflict negotiations – parts integration

In this module we introduce you to an advanced way of resolving conflict that builds on the model that we used in our Certificate IV in Workplace and Business Coaching (10535NAT) program and our other advanced coaching models. We have the opportunity to look at conflict within ourselves personally and resolve conflicts between one or more parties when working with a client. This is a highly effective and the same time subtle way of coaching that makes a difference to individuals and teams in the workplace.

Module 8 – Designing & facilitating an executive coaching program

In this module we will be introducing the concepts related to designing and facilitating an executive coaching program.

We will look at a number of key concepts including:

- › Executive coaching needs analysis
- › Designing a program
- › The coaching proposal

Module 9 – Final Reflection

Throughout your Advanced Coaching Certification we have been focusing on expanding your coaching awareness, skills and competency and stretching to the ICF PCC level of coaching or beyond.

This final module provides an opportunity to reflect on how far you’ve come by completing the following activities:

- › Reviewing your progress in applying the ICF core competencies at PCC level since the start of the program and reviewing the ICF PCC Markers
- › Conducting a final coaching demonstration for submission
- › Reflecting on a coaching book for example ‘The Inner Game of Tennis’ by W. Timothy Gallwey

Coaching demonstration recordings

The Advanced Coaching Certification (or if you are enrolled in the Diploma of Workplace and Business Coaching), requires you to complete four (4) coaching demonstrations, using a variety of coaching models and tools from the program.

You must complete and pass all four demonstrations as part of your assessment.

If you are completing a face to face program or in-house program, providing you complete all face to face days and coaching practices and have been observed by the course facilitator, you will only need to submit ONE coaching demonstration at the end of your course work.

If you are completing the Advanced Coaching Certification or Diploma of Workplace and Business Coaching program online, you will be required to complete and submit four (4) recordings online for assessment.

You will be given feedback by your course facilitator or online assessor for all demonstrations.

Coaching Culture Certification

The Coaching Culture Certification teaches you the essential frameworks to implement a coaching culture in your organisation. Through the course, you'll develop a blueprint for your organisation, based on best practice and underpinned by current evidence on effective practice.



Online

- › \$1,950
- › 25 ICF Hours



In-house

We can deliver this program in house for you. Pricing varies, but is usually more cost effective for group enrolments. Please contact us for more details.



NATIONALLY RECOGNISED
TRAINING

Based on best practice, the Coaching Culture Certification provides you with the framework to implement a culture of coaching within your workplace. It takes a strategic view of coaching and then allows time to dig into the detail of implementation in a practical way.

You have the opportunity to arrive at a blueprint for your organisation, department or team that is highly practical, based on evidence and specifically addresses the criteria for successful implementation. We look at the elements that underpin successful cultural change and take time to work on return on investment using best practice case studies and your own workplace as a case study.

You will have the opportunity to work with people who, like you, are championing coaching within the workplace and learn from the Open Door team who are implementing coaching tools and frameworks to shift culture on a daily basis.

By achieving the Coaching Culture Certification you have the option to achieve six units of competency toward the Diploma of Organisational Coaching (10835NAT) and coach specific training hours towards your International Coach Federation credential.



Module descriptions

Module 1 – Introductory workbook

This module looks at understanding the background of the course and the requirements for assessment. It introduces you to the learning approach for the course and provides you a space to set your goals for the program.

Module 2 – Introducing coaching culture

This module looks at introducing the concepts of a coaching culture and we'll explore a number of key concepts including:

- › Defining coaching culture
 - › Introducing the Coaching Cultural Framework
 - › Thinking about key features of the Coaching Culture Framework
 - › The characteristics of the Coaching Champion
-

Module 3 – Organisation values & vision

This Module focusses on the concepts related to the Organisation Values and Vision element of the Coaching Culture Framework including:

- › How coaching links to and enables the organisation values and vision
- › The importance of starting at the top of the organisation.

We will also introduce a best practice case study to add to your learning.

Module 4 – Workforce strategy

This module focusses on how coaching culture enables the Workforce Strategy within an organisation. We have the opportunity to continue to learn from the best practice implementation of coaching culture into Organisations.

Module 5 – Organisational artefacts

This module looks at how the implementation of coaching in the workplace starts to be evidenced in organisations through the implementation of 'organisation artefacts'.

We consider the need to incorporate coaching competency into job descriptions and performance plans and creating coaching tools to ensure that the coaching messages are being communicated.

Module 6 – Rolling out coaching across the organisation

This module continues to focus our attention on the lower half of the Coaching Culture Framework and considers those elements that enable the implementation of coaching into the workplace.

We also introduce you to case study analysis, because over the next two modules we will dig deeper into our case studies to expand our learning.

Module 7 – Coaching individuals & teams (case study analysis)

In this module we will look at case studies for individual and team coaching and you will have the opportunity to think about the approach that you would take given your coaching background, knowledge and experience.

Module 8 – Evaluation, feedback & measuring return on investment

In this module we focus on evaluation of coaching programs, feedback and specifically look at measurements and return on investment.

This is a really important part of the work we do as leaders, because the sustainability of a culture of coaching and the associated programs that have been implemented as part of this culture absolutely depends on the ability to substantiate the success of the program.

Therefore, in this module we learn:

- › The different types of measurements
 - › The Kirkpatrick Model for evaluation
 - › The return on investment calculations
 - › A case study to challenge our thinking
-

Module 9 – Providing leadership across the organisation

This is an opportunity to reflect on your own leadership skills and to learn from the leadership of others by considering the following topics:

- › The 7 Secrets to Leadership from Gail Kelly, (former) CEO of Westpac
 - › Your own secrets to leadership
 - › The opportunity to interview a leader
 - › Providing us with examples of your leadership competency
-

Module 10 – Developing a workplace learning environment

In this module we focus again on the 'bigger picture' of creating a culture in the workplace and that is the impact that coaching has on creating a learning organisation (or learning environment).

This work involves the transfer of skills to create long-term sustainability of not only the coaching initiatives but any learning initiatives within the organisation.

In this module we consider:

- › What is a learning organisation or a learning environment?
- › The impact of 'Above the Line' thinking
- › How does 'systems thinking' influence a learning organisation?
- › The application of the 70:20:10 principles



ICF Credentials & ongoing professional development

Over the years, coaching qualifications and coaching credentials have moved from being a 'nice to have' to a 'mandatory requirement' for executive coaches, an internal workplace coach or a coaching champion in the workplace. This is evidenced by the number of tenders that are requesting evidence of qualifications and credentials.

Professional qualifications and ongoing professional development demonstrates commitment to your ongoing learning, growth and development as a coach and tells the market place that you have reached an internationally recognised standard for coaching.

Open Door was one of the first organisations in Australia to have our programs accredited by the International Coach Federation and we have continued to raise the bar in terms of the on-going professional development of coaches in Australia and internationally.

Our Diploma of Organisational Coaching (10835NAT) incorporating the training from the Certificate IV in Workplace and Business Coaching (10834NAT) is an

Accredited Coach Training Program (ACTP) and provides pathways for you to achieve ICF credential as Associate Certified Coach (ACC), Professional Certified Coach (PCC) and Master Certified Coach (MCC).

We also offer programs to enable you to achieve your on-going professional development hours through ICF Continuing Coach Education (CCE) hours.

Continuing professional development is a common requirement across many professional industries. It is an important part of your development as a coach because it ensures that you are:

- › continuously developing your professional coaching skills
- › keeping sharp and up to date with your coaching knowledge
- › focussing on the ICF core competencies of coaching
- › satisfying your requirement for the renewal of your ICF credential

The ICF credential process can be complicated to navigate. We work in this space every day, so feel free to call us for assistance with it.





Mental Health First Aid

Comprehensive training in Mental Health for coaches, managers and leaders of all kinds.

With 1 in 5 Australians experiencing a mental illness of some kind every year, statistically, we are sure to be working with one or more clients or colleagues who are experiencing a mental health issue.

In our role as coaches, we are 100% focussed on our client's goals and helping them achieve as much as they can. We want them to be successful and in a workplace setting, we want them to be engaged and productive.

Equipping ourselves with Mental Health First Aid skills is essential. These skills allow us to open up difficult conversations where we feel someone may be experiencing a mental health issue, and give us a proven approach to do so.

As coaches, we are in an excellent position to assist someone experiencing a Mental Health issue.

It's our job as coaches to know the boundary between coaching, and providing other forms of support for our client, including Mental Health First Aid.

Because we work in high rapport with our clients, we are likely able to notice signs that may indicate our client is experiencing a mental health concern, and take steps to support that person.

It's the same as when we feel a client might benefit from mentoring or another form of assistance. You need to be able to consciously choose the best way to support the client, and confidently take the appropriate steps when you get a sense that coaching isn't the most appropriate form of support for the client in that moment.

An unaddressed Mental Health issue can have a significant effect on a person's ability to perform at their best, and this is true for their workplace performance, too.

By taking steps early to encourage the person to get support, we are ensuring their effective and speedy recovery, and their return to their usual levels of productivity.

Become a mental health first aider

The Mental Health First Aid (MHFA) course teaches you simple, practical first aid skills for helping a family member, friend, co-worker or other person who is experiencing mental health problems.

MHFA courses will teach you how to listen and respond to someone with a mental health problem, even if they are experiencing a crisis. You'll learn how to help someone to access the support they might need for the successful management of symptoms as part of their recovery journey.

What's more, you'll be able to actively reduce stigma in your community and your workplace, by responding appropriately to myths and misunderstandings about mental illness.





Leadership development in the workplace

Leader/Manager as Coach

Our Leader as Coach and Manager as Coach programs are highly engaging workshops designed to introduce key coaching skills to enable everyday coaching conversations in the workplace. From informal ‘water-cooler’ conversations and ‘holding back to ask great questions’ to more formal coaching around performance, these workshops offer practical tools around when to coach, who to coach and how to coach.

Leadership development workshops that make a difference

We develop leaders through one-on-one coaching and offer innovative and interactive workshops that are not your average workshops! We focus on building knowledge in an environment where people can “give things a go”, and then successfully implement back into the workplace. Follow-up coaching is often conducted to ensure that the knowledge becomes a skill and you receive maximum advantage for your training time and dollars.

The workshops are focused your specific needs and can be customised for delivery in a 3-hour workshop, 1 or 2-day workshop or conference presentation.

We can provide a wide range of topics, including:

- › Managing change in the workplace
- › Manager as Coach in the workplace
- › Successful mentoring
- › Negotiation and influencing skills
- › Conflict resolution and facilitating courageous conversations
- › Building high performing teams
- › Presentation and public speaking skills
- › Having performance management conversations
- › Building resilience and assertiveness skills



Targeted Performance Coaching

Designed for managers, emerging leaders, team leaders or anyone with something blocking their performance in their role, the Targeted Performance Coaching Program is designed to help individuals achieve specific outcomes through coaching and mentoring. The program is designed to bring focus to the top performance priority – the one that will make the most difference to the individual and their work.

We know that a significant inroads in one area of development can have a positive impact across other areas, and we know that working with a coach will give you the motivation and skills that you need to make a difference.

The program is ideal if an individual wants to:

- › focus on development of a particular area or skill;
- › develop your team or get assistance with team communications, change and overcoming conflict;
- › focus on challenges or making headway on a specific project or task;
- › work on something that is getting in your way; and
- › take advantage of having an accountability partner or inspirational 'shot in the arm' to take action

Strengths-based profiles

We've been taking a strengths-based approach to coaching for many years and have incorporated this philosophy into our coaching programs and workshops.

For example, research suggests a strengths-based approach to performance conversations can create an up-lift in performance of 36.5%, as opposed to a 26% decrease in performance when your performance conversations are focussed on weaknesses.

We use the range of leadership and team profiles in your workplace to create behavioural awareness in individuals and to provide positive 360 degree feedback.

We debrief the profiles with individuals and teams to enable them to focus on and leverage their strengths to lift performance and to grow job capability, engagement and satisfaction.

The Open Door team are also accredited in a range of other profiling tools including:

- › The Leadership Circle (TLC)
- › Myers Briggs Type Indicator (MBTI)
- › DISC

Our team

Natalie Ashdown

Natalie is one of Australia's most senior and experienced coaches and a recognised speaker and author. Her passion, vision, creativity and commitment assists and supports individuals, teams and companies to create lasting cultural change using coaching skills. She is the CEO of Open Door Coaching, director of our Registered Training Organisation and is the lead program designer for our accredited programs.

Natalie's expertise in mentoring and coaching has been recognised with the International Coaching Federation's highest qualification, Master Certified Coach and she is one of just 18 coaches in Australia to hold this credential. Advising organisations how to develop mentoring and coaching frameworks that brings out the best in people within organisations has been her dedicated passion for the past 15 years and she has a national reputation as an outstanding thought leader and professional in this area.

Natalie partners with HR, L&D professionals and executive teams to implement strategic initiatives and designing leadership programs that target organisational change; and she is sought after for her expert facilitation skills particularly in coaching managers to coach their teams and is regarded as a mentor by many. She has worked extensively across all government levels and the private sector and has exposure and experience in international coaching including international work as a key-note speaker.

Natalie designed and is currently delivering the coaching and mentoring programs that underpin the workforce strategies at a number of government and public organisations including Air Force, Department of Infrastructure and Regional Development and Department of Veterans' Affairs and Loan Market. She has specific experience in the banking and financial services industry delivering programs to Commonwealth Bank, ANZ and Loan Market. She is a respected and sought after adviser across industries.

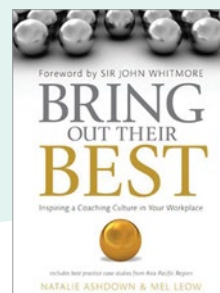
Off the back of her research, practical guides and frameworks, Natalie has become a thought leader and recognised speaker, having spoken on the topic of inspiring coaching and mentoring culture at all major HR and L&D conference in Australia and international conferences for the International Coach Federation. Natalie's first book 'Bring Out Their Best – Inspiring a Coaching Culture in Your Workplace' was the first book in Australia to feature Australian and Asia-Pacific case studies on the implementation of coaching and mentoring within organisations and the book is now in its second edition with thousands of copies sold and used within programs including University courses.

Natalie brings a unique set of skills to her design, facilitation and executive coaching assignments that ensure clients achieve insights that are not possible without coaching. She often attracts senior coaching clients with development goals and needs around influencing, strategic stakeholder management, complex communication skills, negotiations, managing conflict and building high performing teams. Clients appreciate being challenged by Natalie, her thought-provoking style that evokes clarity and her sense of humour.

She is a qualified Surf Life Saver, volunteers to run a surf education program for 180 children in the summer holidays and Community CPR program and recently achieved her black belt in Taekwondo.



- › Professional Doctorate candidate with UNSW Canberra
- › Masters of Business Administration (MBA) University of Melbourne, Melbourne Business School
- › Bachelor of Business, RMIT
- › Graduate Diploma of Management (Learning) (TAE80210)
- › Diploma of Workplace and Business Coaching (10535NAT)
- › Master Certified Coach with International Coach Federation
- › Author: Bring Out Their Best – Inspiring a Coaching Culture in Your Workplace, 2nd Edition.



*Bring Out Their Best
– Inspiring a Coaching
Culture in Your Workplace.*
Natalie Ashdown

Brigitte Calvert

Brigitte holds the role of Learning and Development Manager at Open Door and brings 15 years of coaching and mentoring experience to her role.

Brigitte has, quite possibly, the widest exposure of any practitioner in Australia to the needs of managers and leaders in developing coaching and mentoring skills and leadership competency as she oversees the development and assessments of internal and external coaches across approximately 100 different companies per annum.

This work has enabled her to become an expert in communications skills along with other critical skills in the workplace including strengths-based coaching, negotiations, feedback and managing conflict. She has an admirable ability to truly help clients see different perspectives.

For the past 15 years, Brigitte has been supporting organisations in the implementation of coaching and mentoring programs in her role as lead facilitator and assessor of the Diploma of Workplace and Business Coaching (10536NAT) and Certificate IV in Workplace and Business Coaching (10535NAT). This role provides her with unique insights into the minds of learners including their goals, aspirations, challenges and level of coaching and leadership competency.

She is regarded as a strong mentor and advisor particularly in her role supporting Air Force and Department of Veterans' Affairs and many other clients. She has played a key role in the delivery of programs to Defence PSS, CSIRO, Department of Health, VACCHO, ANZ, CBA and Loan Market and a number of other government and public organisations. She maintains a strong portfolio of executive coaching clients.

Brigitte is passionate about developing people and has set the standard for what it takes to become a great coach and mentor within the workplace. She brings a quiet, methodical and creatively thoughtful approach to her work and is admired by all who work with her.

Brigitte applies her creative spirit and methodical approach to house renovating in her spare time.



- › Bachelor of Education
- › Diploma of Vocational Education & Training (VET) (TAE5011)
- › Diploma of Training Design and Development (TAE50211)
- › Diploma of Workplace and Business Coaching (10535NAT)
- › Professional Certified Coach (PCC) with MCC Pending



Nick McEwan-Hall

Nick holds the role of General Manager at Open Door and is dedicated to the highest levels of customer service, facilitation and coaching.

Nick is a passionate and experienced workplace coach and facilitator. With over seventeen years' experience in learning and development, Nick has a breadth of experience in the leadership of diverse teams and building high performing teams using coaching skills as the under-pinning methodology.

Nick is well known for his ability to create team engagement and to create learning opportunities for the groups or individuals he is coaching. He has significant experience in delivering training programs that result in tangible benefits for companies and teams. This experience also extends to coaching and mentoring others to create and deliver their own strategic plans.

A real 'people person', he enjoys working with a variety of different people and positions. He actively works to inspire, lead and develop people, increasing their capability and assisting them be the best they can be.

Nick has experience coaching people in all levels of management, with a particular enthusiasm for coaching people who are new to leadership, or who recently 'stepped up' into a new leadership role.

Recently, Nick has been providing Executive Coaching to senior leaders in the education, science and financial sector businesses. He has worked extensively in rolling out coaching programs to Organisations including ANZ, Department of Defence and Department of Veterans' Affairs.

Nick is an Accredited DISC Advanced Consultant and Facilitator, qualified workplace and business coach and he holds International Coach Federation credentials (ACC). HE is also accredited in the Strengthscope suite of tools.

Nick is an Accredited Mental Health First Aid facilitator, and runs these programs for Open Door Coaching.

In his spare time Nick enjoys the arts and gets out and about with his dog.

Administrative Team

Sonya Sherman and Andrew Ashdown are known as the A Team. As "Team Admin" they are the glue behind the scenes that enable us to achieve excellence in everything that we do.

Sonya and Andrew apply their customer service and administration expertise to every program, every course and every customer interaction. They are the reason that we deliver such great results to clients, because they enable team members like Natalie to focus on what she does best and they 'look after the rest'.

Feedback from our programs often features Sonya and Andrew with clients sending their thanks.

You will never work with a team who is more dedicated to looking after you as a client.



- Qualified workplace and business coach
- Associate Certified Coach with International Coach Federation
- Qualified workplace trainer and assessor
- Accredited DISC practitioner
- Accredited Strengthscope Practitioner
- Accredited Mental Health First Aid facilitator.



Who do we partner with?

We partner with people who are championing cultural change within their organisation; people who are responsible for leading the development of people capability; and people who, from within the organisation or as an external coach, are passionate about bringing out the best in others in the workplace.

They can be CEO's, HR professionals, learning and development professionals, business unit leaders, senior leaders, supervisors, team-leaders, professional coaches and facilitators or individuals making the transition to full-time coaching.

They may have the budget and decision-making ability or they may be influencing the decision.

They have direct knowledge of the strengths and challenges in teams and know how coaching can help (or have a strong feeling that it could be the right intervention that they are looking for).

The one thing that we all have in common is a vision of how we want our workplaces to be and we have the passion and commitment to follow through.

We have delivered in-house coach training programs to a wide range of organisations.



What do we do?

We build skills and confidence in senior leaders, managers, team leaders and individuals, enabling them to:

- ✓ Lead and coach their teams through change;
- ✓ Coach their teams, rather than telling them what to do and solving their problems;
- ✓ Come up with new ideas and options for solving problems and challenges on a daily basis;
- ✓ Give each other feedback in a way that is not threatening, but puts the elephant on the table and gets the messages across;
- ✓ Have the difficult conversations and resolve conflict rather than sweeping them under the carpet;
- ✓ Really understand what's most important in the workplace and to have a vision and goals around what they are trying to achieve in their workplace;
- ✓ Create the workplace that they really want;
- ✓ Turn negative people and teams into high-performing teams;
- ✓ Overcome the knockers who would say "we've tried that before" and "it won't work";
- ✓ Really understand people and to explain why they get along with some people and not others;
- ✓ Use fast models at the water cooler and on the way to meetings – to have more effective conversations that really do get the other person thinking;
- ✓ Start asking great questions, and to grow and develop their people;
- ✓ Get their teams engaged! Their teams become more innovative, more motivated, and they solve their own problems.

Everything we do is live! It's not role-play! It's using the tools to coach through real workplace scenarios, in a way that is practical and can be implemented the next day, or on the lunch break!

People are normally super keen to get back and try out the new skills, to take action where they have been procrastinating, and to resolve things that were previously just too hard.

The learning happens on many different levels – they are learning the coaching models, doing the coaching of another person, being coached themselves and then taking action and celebrating results. It is the only methodology in the workplace that can affect change so quickly, so willingly, on so many levels.

How do we do it?

1

We build self-awareness in the people we work with – building on their strengths and assisting them to make changes to their behaviours that will improve their relationships with people.

2

We give them the skills to shift to coaching their teams, rather than directing and telling and give them a new way of solving problems – by empowering their teams.

3

We teach them how to communicate better. We help them understand their preferences, how they like to be communicated with and how to communicate with others based on preferences.

4

We help them understand how other people tick. Things that are really frustrating, all of a sudden become ‘ah ha’ moments as they start to understand the person, appreciate the person and work with the person.

5

We coach them in all the coaching tools they need for different workplace scenarios and conversations and plenty of real-life practice.

6

They go back into the workplace, implement the tools and techniques, and we follow up with discussion around “what went well” and “where I can improve”.

7

We celebrate their success!

What are the results?

- › Managers and leaders instantly get back more time;
- › They quickly start to see their teams becoming more active, more innovative, more productive, more engaged;
- › They start to see better results and see negative people turn around;
- › This gives them more time to do their own jobs, rather than everybody else's;
- › There is less “noise”, less scuttle-but, less complaints, less sick days, less passive aggressive behaviour;
- › There is more fun, a better workplace, more innovation, more inspiration;
- › They will come back to the workplace and do things differently – even the tough nuts who have been tapped on the shoulder to come and do the program and the ones that you know have to change and have for so many years been resisting it.

Believe in inspiring people.

Believe in bringing out the best in
individuals and teams.

Get good at coaching skills yourself.

Coach others.

Buy the book.

Send us your stories.



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