



# ONE-TO-ONE COACHING

*“Coaching is unlocking a person’s potential to maximise their own potential...”*

- Tim Gallwey-



# 1 OUR MISSION

## UNLEASHING YOUR POTENTIAL

*We unleash your team's potential to deliver on your strategy. We do this by engaging the hearts, minds and hands of your people; developing new ways of thinking and working, leading to incredible results for you and your organisation.*



**Facilitation**

Custom-designed, facilitated workshops for team strategy, problem-solving, team dynamics, awaydays etc.



**Learning & Development**

Bespoke blended, micro and face to face training programmes, (accredited and non-accredited) for leaders and teams at all levels. Delivery by us or by your own team with our facilitator packs



**Coaching**

Executive coaching for leaders; team coaching to achieve strategy; and high-performing leadership team coaching programmes

# 2 WHAT WE DO

## IN A NUTSHELL

*We engage* with leaders, teams and individuals to unleash potential

*We understand* the complexities that exist within organisations, structures and teams

*We focus* on the optimum and most agile ways of working to deliver strategy

*We transform* mindsets and drive success through a combination of learning solutions, coaching and facilitation

*We grow* by continually sharing our learning, having worked with over 75,000 people



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## ABOUT INVISIO ONE TO ONE COACHING

Coaching is a very impactful development intervention for a business, team or individual. It is a focused and accelerated way to unleash potential. At Invisio we have a team of highly experienced coaches who work with individuals and teams to enable them deliver to their best, have the greatest impact they can and develop both themselves and their area of responsibility.

By focusing on a specific objective, in a coaching setting, individuals and teams can get clarity in a way that would not happen otherwise, understand what it takes to get to where they need to be and identify key, specific actions to get them there. The coach holds the coachee accountable for ensuring actions are taken, checking that the person or team is moving closed to their objective and is unlocking any barriers, be they emotional or practical.

Invisio coaching is results based coaching. The focus is always on a desired future state which is clearly articulated and visualised by the coachee from the beginning.

Our clients enlist the services of our Coaches for many reasons: because they want to improve their situation, achieve goals and take advantage of opportunities, unleash potential, deliver on strategy...every clients goal is unique to them. Goals could be around personal development, relating to others in a more effective way, being more effective, starting a new business – it is up to the coachee, in some cases with their manager, to define what goals they wish to work towards through the coaching process.

### OUR COACHING STYLE & APPROACH

Our coaches use a combination of observation, listening, questioning and feedback to create a conversation rich in insight and learning. For the coachee, they will experience a focus and attention that enable them to develop a greater awareness and appreciation of their own circumstances. In addition, they will also create new ways to resolve issues, produce better results and generally achieve their goals more easily. Our coaches are always balancing empathy and directness in the right proportions to get the insights and actions needed.

All of our coaches are qualified in business and executive coaching and can coach individuals or teams. We use a wide range of tools and techniques depending on the needs of the person and the situation. All coaching interventions start with enhanced self-awareness as a foundation. We always use a psychometric test to accelerate this awareness. We use 360 feedback, Emotional Intelligence reports and other tools as appropriate.

We match the coach to the situation, the organisation need, the coachee and the objectives of the coaching engagement. Our coaches all have direct business experience themselves and were once the client themselves. All have a focus on objectives and actions to move toward those objectives.

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## MEET OUR COACHES



### LOUISE MC NAMARA, DIRECTOR

Louise Mc Namara has extensive operational, human resource and general management experience in a variety of organisations as well as several years consulting, training and facilitating in organisations around the world.

As an experienced facilitator, Louise has worked with clients in the crucial areas of Organisational Planning and Vision & Mission development. She has worked closely with the university sector, one of the top legal firms in Ireland and a number of organisations in the financial sector. Working on new business set-ups she has consulted in the areas of Human Resources and Training and Development and is highly regarded in these fields. Louise's role within Invisio involves working in Ireland, Europe, Asia, Africa and the U.S.

Bringing a client to new levels of awareness, instilling lasting changes in behaviour and thinking through Business and Executive Coaching, are challenges enjoyed by Louise. Coaching helps the client focus on actions that lead to results and consequently is proving increasingly popular as business leaders strive to seek competitive advantage.

Louise has a Masters in Organisational Behaviour with Trinity College Dublin / IMI, achieving an Outstanding Academic Achievement Award, as well as a diploma in Executive Coaching from The Coach Institute.



### KAREN WALL

Karen is an experienced and accredited Executive Coach and Learning Facilitator. She has over 25 years business experience in the Financial Services Industry where she built accomplished teams, managed high-value client relationships, and led successful international alliances. Karen designs and delivers bespoke client training programmes and is experienced in facilitating in-person and virtual workshops for globally dispersed teams. Karen's work spans many sectors.

Karen has a keen interest in development of individuals and teams and helps to align them to the vision, values and purpose of the Company and their role, by helping teams to build trust and enhance collaboration to deliver on shared goals. Karen's extensive coaching and mentoring expertise acquired throughout her career, has been invaluable to her people management, talent development and leadership skills. Karen has led key 'Women's Initiatives' programmes including the Triple FS mentoring programme for Financial Services, and has mentored on the 30% Club mentoring programme which aims to increase the number of females on boards.



### PATRICIA BYRON

Patricia Byron has over 25 years' experience working in the Financial Services Industry from customer service to senior management level. Patricia also has extensive experience in the design and delivery of training, education and CPD programmes for financial service professionals.

Through this experience, Patricia draws on a unique insight into the challenges faced by organisations. She understands how to unite the developmental needs of the individual with the needs of the organisation and has the ability to cross the theory –practice divide. Her delivery style is facilitative and empowers participants to reflect on their own development and learning.

Holding a Masters in Learning and Teaching, Patricia has a deep understanding of the theories, research and practical strategies for learning throughout life and delivers real techniques and strategies to support ongoing lifelong learning and development. Patricia has a Diploma in Executive Coaching from IMI.



### MATTHEW TYE

Matthew brings an extensive knowledge and experience of industry to Invisio. After many years in Operational Management, Matthew decided to specialise in training & development, joining a major UK Operator in a Senior Group Training role. He has earned an enviable reputation with our clients for delivering development programmes that add real value to both the organisation and the individuals themselves.

Matthew has regularly trained leaders from various sectors and industries. He has designed and delivered a Client Excellence Programme for one of the Top 5 Law firms in Ireland. He has developed a number of trainer packs for very specific training needs for clients and facilitated the client to deliver the programmes in house themselves.

Matthew is a member of the Irish Institute of Training and Development. He achieved 1st class honours in his BA (Hons) in Human Resource Management and has a diploma in Executive Coaching from The Coach Institute.



## MARK FENTON

Mark joined Invisio in August 2017, having over 20 years' experience in global financial organisations (including 12.5 years within the AXA Group), with a proven track record in finance, business development, HR and support function strategies. In his later years Mark facilitated a number of inhouse workshops for the world's most valuable insurance brand, AXA.

Mark's focus is on unlocking the potential and power of for organisations and leveraging this through an inclusive culture. This translates into pragmatic, tailor-made solutions (facilitation, training, advisory, programs, networks and so on).

Mark has lived and worked in several global capitals (including 9 years in London and 5 years in Paris), he has completed the Level 9 (master's level) Executive Coaching course run by the Irish Management Institute and he is an active member of the European Mentoring and Coaching Council. He works with individuals (of all levels within big and small organisations) to help them unlock their own potential and realise their ambitions through career and/or personal transformative coaching. He acts as a mentor to businesses in Ireland and the UK and is part of the UCD alumni mentoring programme.

Mark sits on the board of the Irish Film Board and chairs the audit & risk committee, as well as Network Irlandie (a Franco-Irish trade association) and help these organisations in a pro-bono capacity.

## 5 COACHING TOOLS

A number of tools can be used to support the coaching process as appropriate. These are agreed as part of the engagement process. The most common tools used are

- Personal Profile Analysis
- 360-degree appraisal
- ECR (Emotional Capital Report)

### PERSONAL PROFILE ANALYSIS



Thomas Personal Profile Analysis (PPA) provides an accurate insight into how people behave at work. Thomas PPA takes only 8 minutes to complete - online. The coachee is then provided with an initial profile detailing behaviour characteristics, their communication style, their value to the business, what motivates them, their basic fears and how they behave under pressure. In addition, the coachee will receive an individualised Management Audit which looks at their decision-making style, skills in delegating and developing others, planning and other management areas.

This profile provides an invaluable insight for the coachee and is used throughout the coaching process to gain insights, understand and apply in achieving agreed objectives. In addition, the coachees understanding of the Thomas DiSC profile system enables them to read others more accurately and use this learning to maximise the effectiveness their interactions with others in the business.

### 360 DEGREE FEEDBACK



Often a coaching relationship will include a 360 degree appraisal element. A 360 degree appraisal, gathers feedback from peers, direct reports and the manager of the coachee with a view to utilizing this feedback to frame their ongoing development. Feedback from peers and direct reports is normally confidential, however, the feedback of managers and other senior

leaders will normally be attributed to them. The list of participants is normally agreed between the manager and the coachee. The 360 process, if used, is an online questionnaire which is sent to the participants in the review asking them to complete the questionnaire in confidence. Once input has been received from all participants, a report is compiled by the administering organization and this report is utilized by in the coaching relationship to focus development.

### ECR (EMOTIONAL CAPITAL REPORT)



Inspired Emotional Intelligence

The Emotional Capital Report is a leadership development tool that provides people with a comprehensive interpretation of their leadership potential based on their emotional intelligence.

It takes 10-15 minutes to complete and is available in multiple languages. An individual's detailed scores are benchmarked against a database of 10,000 high performing global leaders. The ECR delivers 19 pages of practical coaching strategies to develop emotional intelligence. It is possible to combine a self and a 360 assessment using ECR.

# 6 INVISIO COACHING FRAMEWORK

This is an outline of the Invisio Coaching Framework outlining the process for individual coaching from the perspective of the organization, the coachee and the Invisio coach. The framework can be varied to suit the needs of the organization and coachee and this is discussed prior to engagement. In some cases, meetings with the persons manager may not be necessary or appropriate but where they are they greatly increase the commitment of all parties to the process and to achieving tangible outcomes from the engagement.

We also coach teams, both as a team and individually.



These are just some of the organisations we have worked with in a coaching capacity:



We also support organisations in developing an internal coaching programme, from the overall vision and framework to the development of coaches.