

# Art of the Coach

*Start making a living, making a difference.*

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*"The course was excellent - my expectations were exceeded.*

*Free ongoing mentoring is a real plus. The fact that inside  
three months students are actively coaching underpins the power  
and quality of Results Coaching."*

RESULTS COACHING SYSTEMS – INDIA

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## WHO WE ARE

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Results Coaching Systems is an international coach training organisation operating in seven regions. We are one of the world's largest coach training schools, and are fully accredited by the International Coach Federation.

Our high-impact coaching and training programmes (a suite of 10 world class programmes) enable lasting behavioural change and have been delivered to more than 4,000 professionals worldwide.

Our vision is people fulfilling their potential.

Our mission is to transform the human capacity to change behaviour.

Our core expertise is teaching high level coaching skills, giving people the tools to enable others to achieve what they are capable of.

In the corporate arena, we specialise in embedding internal coaching capacity within organisations to develop leaders, retain talent, improve performance, and change culture.



We are one of the world's leaders in building internal coaching capacity, having run close to 100 projects covering thousands of executives in 6 countries. Our two focuses are:

- Building coaching skills in managers
- Developing teams of certified internal coaches and providing all the systems to support this

To find out more about our corporate initiatives, please visit [www.workplacecoaching.com](http://www.workplacecoaching.com)

*"The Results structure is amazing!"*

## WHAT MAKES US UNIQUE?

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### Unique coaching models based upon neuroscience

We don't use generic coaching models in our training. The RCS methodology has been developed from over 8 years of R&D in the field of coaching. Our methodology is grounded in contemporary neuroscience, so there's a solid scientific underpinning to how we coach others.

### A complete coaching organisation

Training is not all we offer. We encourage our coaches to keep in regular contact with us, as we believe that having support structures available to you is paramount to a successful coaching practice.

We offer regional groups and senior coach mentors who give up their time to support other coaches in our community. We also offer different development opportunities to our coaches including 2 certification programmes, something that's incredibly important for establishing your credibility as a coach.



### Our training style

We're committed to developing our training participants into extraordinary coaches. Research suggests that coaching is best learned over time, in a class style with a qualified training team. Almost all our Intensive Coach Training Programmes combine face to face training with teleclasses and all are guided by qualified trainers who are all highly successful coaches.

We also are firm believers that coaching cannot be learned through 'self-paced study' where you have no contact with structured training classes.

*"To think that I almost didn't sign up for the course... what was I thinking of?!  
When I think of your course, these words spring to mind - high levels of  
quality, integrity and authenticity. Truly inspiring."*

**ABOUT THE RESULTS COACHING MODEL AND METHODOLOGY**

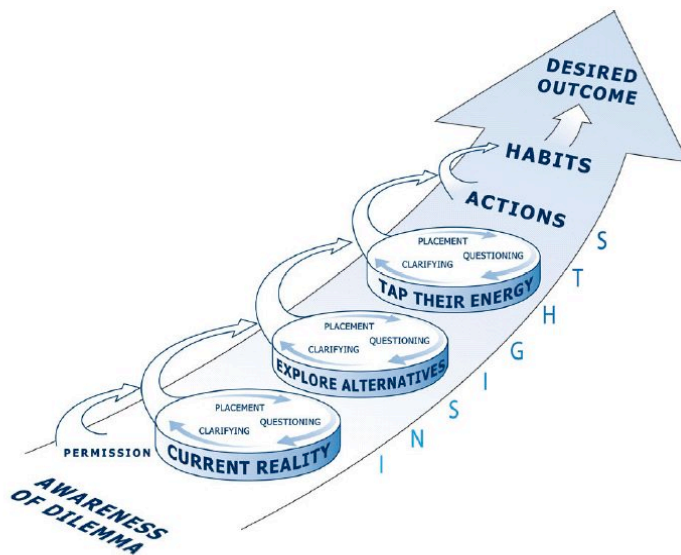
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The Results Coaching model is a brain-based approach to coaching first developed by David Rock in 1996. The model helps people close the gap between where they are and where they want to be. It is results focused **and** utilizes unique science-based, results-oriented methodologies to facilitate positive change in individuals and organisations.

The Results model provides clear maps and materials for coaching processes that are tried and true, and that are proven to support other people’s brains in unlocking powerful insights and producing lasting positive change. It deals with personal, business and corporate issues in an integrated manner working with the complete individual.

The model draws from many areas, including the latest thinking in positive psychology, emotional intelligence, adult learning theory, creativity tools and management development research.

Results Coaching transforms thinking on all levels –  
creating coaches and leaders that are confident in their ability to unlock  
insight, action and positive change in any context, from coaching  
conversations to the executive board room.



The Coaching Conversation Model ©

## APPLICATION OF RESULTS COACHING

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The Results Model is useful across many types of coaching and can be tailored to many different situations. It is robust enough to work with almost any individual willing to change, yet flexible enough to allow individual coaches to add their own ideas and previous training to the process.



Though the system is well structured, the Results approach requires that the coach is completely authentic and 'in the moment' with the client.

Results Coaching can be applied to the following areas:

### Personal / Life Coaching

Life or personal coaches are engaged by individuals. A life coach will work with the client within the context of their whole life, and may work on a variety of areas depending on where the client wants to focus. They may focus together to create positive change for the client from a health, career, financial, relationship or creativity perspective.

### Business Coaching

A Business Coach works with owners of various size enterprises, focusing on the company's development as well as the client as an individual. Business Coaches work with their clients to help them excel with their business.

### Executive Coaching

Executive Coaching is a one-to-one, mutually designed relationship between an Executive Coach and a key executive contributor accountable for highly complex decisions that affect the organisation as a whole. The focus of coaching is generally focused on organisational performance and/or development. It may also include a personal focus as well.

### Workplace Coaching

Workplace Coaching is designed to get managers and leaders coaching their internal teams; working with either their direct reports or with staff across an organisation.

*"This model is brilliant! It is such a complete programme."*

## THE RESULTS COACHING SYSTEMS CURRICULUM

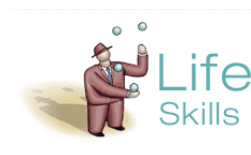
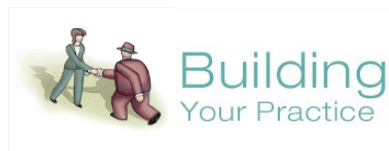
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The RCS curriculum spans 10 world class training programmes that ensure coaches can build strength in the areas that they need.

### INITIAL TRAINING PROGRAMME



### CONTINUING EDUCATION PROGRAMMES



### SPECIALIST EDUCATION PROGRAMMES



Theoretical Foundations to Coaching



Team Coach Training

*"Everything that I thought I knew about coaching or had learnt previously went straight into the rubbish bin on exposure to the Results System."*

## **Art of the Coach**

### ***Coaching skills for managers***

Art of the Coach is a 2-day training program that introduces participants to the coaching conversational model that is at the core of the Results Coaching Systems' method of coaching.

This goal of this program is to provide a map and specific skills that participants can use to move any conversation from the point of being stuck or challenged, to insight and then motivated action.

It provides an approach and structure for conversations that enables participants to work with other individuals and teams to successfully move around obstacles, and to get to productive results, in a fraction of the time that most conversations and meetings require.

### **The Conversation Model**

This model was developed from studying thousands of conversations, and honing in on the specific skills and techniques that have the most productive impact.

It is informed by contemporary neuroscience and adult learning theory, and is taught in the engaging high-impact learning format that is the trademark of Results trainings.

### **Who is this training for?**

This program is for any organisation looking to improve the communication, feedback and performance management skills of their managers. All levels of management would benefit from completing this program.

### **Benefits for participants attending this program**

- ⇒ Have shorter conversations with more impact
- ⇒ Manage priorities more effectively, worry less about details, and feel less overwhelm
- ⇒ Run better meetings
- ⇒ Work effectively with conflict
- ⇒ Improve their relationships with their direct reports, peers, and supervisors
- ⇒ Improve their relationships with their partners, children, and other family members
- ⇒ Be a much more effective agent of positive change

**The day is designed to provide participants with the ability to:**

- ⇒ Master the art of feedback to inspire loyalty and performance
- ⇒ Deliver clear expectations
- ⇒ Deliver career development
- ⇒ Close performance gaps
- ⇒ Deal with challenging people

**The specific concepts and skills taught include:**

- New understandings from contemporary neuroscience about how our minds work
- The four faces of insight
- The five levels of focus
- A coaching approach: think, speak, and listen like a coach
- Framing dilemmas and moving toward insight and action (the CREATE model)
- The dance of insight: the role of permission, placement, and clarifying
- Asking the right questions: getting people out of the drama and focused on the solution
- How to identify critical actions
- How to follow up on actions effectively and help build new habits