



Excellence in
Business
Ethics

Southern Cross Coaching & Development's unique

Executive Coaching Process

COMMERCIAL IN CONFIDENCE

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"Develop People. Boost Performance. Fuel Productivity." Through...

COACHING TRAINING FACILITATION MEDIATION PSYCHOMETRIC ASSESSMENTS 360° ASSESSMENTS

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NSW Government Pre-Qualification Scheme & NSW FACS Training & Coaching Providers Panel

In addition, SCC&D has Full Qualification Status (& EARL approval) on the NSW Government Prequalification Scheme – Performance & Management Services panel.

About SCC&D's Executive Coaching Programs

SCC&D is a multi-award winning international company that consistently delivers ultra-high quality Executive Coaching solutions, underpinned by our unrivalled best-practice methodology, from new managers to Secretary/CEO and Board level.

Our Innovative Pre-Coaching Process

We have a highly innovative, unique, industry-first pre-coaching process that ensures mutually beneficial results & support for the organisation & for the coachee. Our clients consider this process to be industry best practice.

"I've never come across this process before – it's excellent, it gets results and makes such a difference"

Executive Director & Key Stakeholder driving the coaching. Remark made at the final Coaching Wrap up meeting.

We take time to assess the specific objectives & outcomes required by the organisational key stakeholders and the coachee, and more importantly define the quantitative and qualitative measures of success. These are clearly defined in a written Executive Coaching Outline that is agreed by all stakeholders & the coachee, along with the agreed level of feedback and code of confidentiality required for each individual.

This ensures, right from the outset, a mutually beneficial, outcomes focussed approach to the coaching that is transparent to all parties. All parties are clear what the objectives & measures of success are, so everyone knows what needs to be worked towards.

Our Tailored Approach

At SCC&D, *all* our coaching assignments are tailored to the organisation's specific needs. Our outcomes & results inspired approach is driven by a combination of the outcomes required by the organisational key stakeholders sponsoring the coaching and by the requirements of the individuals being coached, the mix depending on the engagement.

Our Unique Coach/Coachee Matching Matrix

SCC&D is distinctive in that we have developed our own unique Coach/Coachee Matching Matrix™ (patent pending) for matching coachees to coaches. We are proud to say that out of our many thousands of coaching programs, we've *never* got a coach/coachee match wrong since the business started in 2006.

We've successfully coached managers & leaders in remote regional areas & metropolitan centres, from new managers & team leaders through to senior executive & CEO level or equivalent in the Private & Public Sectors, achieving excellent outcomes for organisations & coachees.

Our Team

Our continually expanding team of 28+ coaches & consultants includes, in addition to the ICFA Coach of the Year 2013, an ex-Reserve Bank of Australia Board Member, ex-Public & Private Sector L+D/HR/OD managers, general managers & directors, & other industry leaders such as GMs, COOs, etc.

Our of 28+ coaches & consultants means we have the capacity to deliver a wide range and large number of coaching programs, and ensures each coachee gets the right coach with the right mix of experience, values, and personality.

All coaches engaged through SCC&D are highly qualified in their vocational fields and hold coaching qualifications – this is a pre-requisite for any coach to work with SCC&D. Most also hold a Certificate IV in Training and Assessment, and many hold qualifications in Counselling, Psychology or Mediation, and

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accreditations on a variety of psychometric assessments. All have completed numerous coaching assignments in both Government and/or Private Sector for staff at many different levels of seniority.

All SCC&D's coaches are chosen for their ability to operate as a combination of coach, mentor and trusted advisor, switching seamlessly between these areas of expertise and using their experience and knowledge to up-skill clients if appropriate and necessary. Additionally, we look for coaches that have overcome significant personal &/or professional hardships during their lives, as we feel this makes them more empathetic & understanding towards people, and better able to understand & offer the right advice when appropriate.

All SCC&D's coaches are fully and personally referenced and interviewed by the CEO, Simon Smith, and are highly experienced in their field.

Our awards

A measure of the quality of our Executive Coaching services is that **our CEO, Simon Smith, was awarded the highly coveted & regarded Coach of the Year 2013 by the International Coach Federation Australia (ICFA)**. The ICFA is undisputedly the premier coaching organisation in Australia and internationally, with the highest number of member coaches. Simon & SCC&D were also Owner/Manager of the Year 2015 & 2014 State Finalists (NSW & ACT) for in the Australian Institute of Management Excellence Awards.

Our multiple awards for Excellence in Business Ethics mean you can trust that we will always do the right thing by our clients, coaches & staff alike.

Our Clients

Having successfully delivered tens of thousands of hours of coaching to the Public & Private Sectors. We have an extremely wide-ranging client base. For example: Government, such as NSW Public Service Commission, NSW Treasury, NSW Department of Premier & Cabinet, NSW FACS (NSW Business Services for FACS (Businesslink), Housing, Community Services, ADHC, FACS Royal Commission), etc, to name but a few; Local Councils like Campbelltown City Council. Our Private Sector portfolio includes clients like BT Financial/Westpac, CBA, Symantec, Chubb Insurance, Business Events Sydney, etc, as well as not-for-profit organisations like Choice, Mission Australia, etc.

We've coached managers & leaders in remote regional areas & metropolitan centres, from new & middle managers through to senior SES & C-suite & CEO level leaders.

Relevance to Capability Frameworks the NSW Performance Management Framework

Executive Coaching can be tailored to almost any number of a manager's personal development Capabilities in the NSW Public Sector Capability Framework (or any other Capability Framework), and particularly to capabilities within the People Management, Relationships, Results & Personal Attributes groups. SCC&D can discuss this in more depth if required, & this can always be integrated into the Coaching Program.

In addition, the principles we espouse are very closely aligned to the NSW Performance Management Framework (SCC&D was involved in consulting to the NSW Public Service Commission during the development of the NSW Performance Management Framework).

What can Executive Coaching achieve?

There is a myriad of research that leaders & managers who receive Executive Coaching outperform leaders & managers who do not receive coaching.

Executive Coaching can be applied to many areas that a leader/manager needs specific assistance or development. Amongst its many applications, it can be used to further develop high performing individuals, assist individuals settle into a new role or promotion or to assist in career development, or develop individuals in a specific area to help with personal & team development. It can also be used to improve

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performance, develop leadership at all levels, develop Emotional Intelligence, change approaches & attitudes – the list is almost unlimited.

However, Executive Coaching can only work when an individual is engaged in the process & willing to apply the strategies & actions agreed with the coach – “you can lead a horse to water, but you can’t make it drink”. That said, SCC&D has had many successes with executives who have been ‘sent’ for coaching as part of some compulsory development action.

Specific tailoring of the program

Every Executive Coaching program is uniquely tailored to each individual coachee.

OUR 12-STEP EXECUTIVE COACHING PROGRAM METHODOLOGY

Southern Cross Coaching & Development has developed the following unique, proven process for coaching, which we find has become best-practice for many of our clients.

It may be customised if required, and does not always have to include all steps – however, if there are prescribed outcomes required by the organisation, SCC&D advise this process is followed, as we have proved it to be extremely successful:

STEP	SOUTHERN CROSS COACHING & DEVELOPMENT’S UNIQUE EXECUTIVE COACHING PROCESS
1.	In depth interviews with appropriate Organisational Key Stakeholder(s) and Coachee to assess, identify and determine organisational coaching objectives and measures of success. Initial Coaching Outline constructed. Phone or face to face meetings.
2.	Coach/Coachee matching using SCC&D’s unique, proven Coach/Coachee Matching Matrix™ (patent pending). We’ve never got a coach match wrong since we started in 2006. Phone or face to face.
3.	SCC&D finalises written Coaching Outline, Objectives & Measures of Success , obtains final written agreement from Organisational Key Stakeholders & Coachee. Coach is briefed.
4.	Pre-Coaching Key Stakeholder Meeting: final clarification of requirements, feedback, outcomes & measures of success. Meeting includes SCC&D’s representative, the Organisational Key Stakeholder(s), the coachee and the coach (phone, Skype or face to face)
5.	Coaching Agreements, Confidentiality forms, and other preparation documents prepared and signed by coach, coachee & SCC&D.
6.	Coach & Coachee contact each other directly to arrange coaching in line with Coaching Outline.
7.	Coaching begins. One-on-one coaching with coach & coachee. Frequency determined by the coachee & coach depending on needs. Initial coaching sessions will often be conducted face to face until both parties agree a secure trusting relationship is established. However, coaching sessions can be conducted just as effectively over the telephone, and of course, it all depend on location & practicalities.
8.	Feedback is sought from coach & coachee after first session to ensure coach match is working & agreeable to both parties.
9.	SCC&D checks in with the coach after the 3rd session to assess if the individual is coachable. If the coach responds affirmatively, coaching continues as per the brief. If the coach responds that the individual is not receptive to coaching and/or feels coaching is not the right



	intervention & that the organisation is likely wasting time & money, coaching is stopped & a full report as to why is offered to the organisational key stakeholder(s).
10.	Feedback is sought every subsequent 3-6 sessions (or as agreed). Update/ongoing KSMs may be convened as required.
11.	A Coaching Wrap-up Meeting is convened at the end of the program (organisational key stakeholder(s), coach, coachee, SCC&D representative) to discuss outcomes from the coaching against the Coaching Outline & agreed Objectives & Measures of Success. Specific behavioural examples inputted from all parties. Feedback gathered on completion, via feedback forms, from coachee & Organisational Key Stakeholder(s).
12.	Assessment and agreement on any further coaching, training and/or professional development. Celebration & reward, if appropriate. Final report provided to the Organisation if required.

A sample Coaching Outline is given at the end of this document.

There may be occasions when the above process can be shortened – SCC&D will advise what we consider to be the best solution.

Please call SCC&D on 02 7901 5618 or email getresults@southerncrosscoaching.com.au for more information & to discuss requirements.

PSYCHOMETRIC ASSESSMENTS

360° feedback assessments - Leadership and Emotional Intelligence

SCC&D offers both Emotional Intelligence 360° assessments & Leadership 360° assessments. SCC&D will liaise closely with our client & recommend which assessment is the most appropriate.

As a rule of thumb, the Leadership 360° assessment is often applicable to new, first-line and/or middle managers, & the Emotional Intelligence 360° assessment is often applicable to middle & more senior leaders/managers.

SCC&D prefers to use the GeneSys Leadership 360° assessment and the Roche Martin Emotional Intelligence 360° assessment, both of which all our consultants are accredited in. However, many consultants are accredited in a number of tools that we may be able to use, and we can often use an organisation's own internal assessment tools if appropriate to the required outcomes.

Both the Leadership 360° assessment & Emotional Intelligence 360° assessment include:

- ✚ Initial self-assessment by the subject
- ✚ No limit to additional raters to complete the 360° feedback. These can include:
 - Bosses/managers
 - Peers
 - Reports
 - Other raters i.e. clients, people external to the organisation, previous teams, etc
- ✚ Re-testing/and end of program assessment within a 6-month period (or as agreed)

PLEASE NOTE: SCC&D will NOT conduct any 360° assessment without the express guarantee of AT LEAST 6 hours of supporting Executive Coaching.

Please contact us direct if you wish to discuss our reasoning behind this.



[insert type of coaching] Coaching

outline

for

[insert coachee name]

[insert name & logo of organisation]

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COACHING OUTLINE

SITUATION

[Background leading to current situation/need for coaching]
[What else was tried prior to the coaching (if appropriate)? What worked/didn't work & why?]
[Why is coaching the next step, & not another development tool]
[Organisation and coachee's attitude to coaching]
[Positive/negative consequences, rewards, etc of the coaching program not succeeding/succeeding]

Outcomes for the Coaching Program:

The program may have several objectives/outcome areas, but please bear in mind the limitation of the number of coaching sessions when determining objectives/outcomes.

Be specific when determining objectives/outcomes.

Objective/Outcome area 1

[Insert objective here. Keep it specific & relevant.]

[*** Use 1-100 scales if appropriate. If not, delete***]

Please grade where you feel the coachee currently sits on a scale of 0 -100 (0 being the lowest, 100 being highest). Please mark with an **O** highlighted in red for the manager/key stakeholder's assessment, and please mark with an **O** highlighted in yellow for the coachee's assessment, and an **O** highlighted in green for other key stakeholder's (i.e. HR) assessment.

Please add additional comments as appropriate.

0 _____ 10 _____ 20 _____ 30 _____ 40 _____ 50 _____ 60 _____ 70 _____ 80 _____ 90 _____ 100

PLEASE ADD
COMMENTS:

Primary Measures of Success – Objective/Outcome Area 1

[Insert the measures of success for each Objective/Outcome area.]

The primary success measures will be:

- [Specific, quantitative measures if possible]
- [If not, qualitative & anecdotal measures]
- [Be as specific as possible so the Organisational Key Stakeholder, Coachee and Coach are clear what they are working towards]
- State who & what will be the key judges on measures



Objective/Outcome area 2

[Insert objective here. Keep it specific & relevant.]

[* Use 1-100 scales if appropriate. If not, delete***]**

Please grade where you feel the coachee currently sits on a scale of 0 -100 (0 being the lowest, 100 being highest). Please mark with an **O** highlighted in red for the manager/key stakeholder's assessment, and please mark with an **O** highlighted in yellow for the coachee's assessment, and an **O** highlighted in green for other key stakeholder's (i.e. HR) assessment.

Please add additional comments as appropriate.

0 _____ 10 _____ 20 _____ 30 _____ 40 _____ 50 _____ 60 _____ 70 _____ 80 _____ 90 _____ 100
PLEASE ADD
COMMENTS:

Primary Measures of Success – Objective/Outcome Area 2

[Insert the measures of success for each Objective/Outcome area.]

The primary success measures will be:

- [Specific, quantitative measures if possible]
- [If not, qualitative & anecdotal measures]
- [Be as specific as possible so the Organisational Key Stakeholder, Coachee and Coach are clear what they are working towards]
- State who & what will be the key judges on measures

Objective/Outcome area 3

[Insert objective here. Keep it specific & relevant.]

[* Use 1-100 scales if appropriate. If not, delete***]**

Please grade where you feel the coachee currently sits on a scale of 0 -100 (0 being the lowest, 100 being highest). Please mark with an **O** highlighted in red for the manager/key stakeholder's assessment, and please mark with an **O** highlighted in yellow for the coachee's assessment, and an **O** highlighted in green for other key stakeholder's (i.e. HR) assessment.

Please add additional comments as appropriate.

0 _____ 10 _____ 20 _____ 30 _____ 40 _____ 50 _____ 60 _____ 70 _____ 80 _____ 90 _____ 100



PLEASE ADD
COMMENTS:

Primary Measures of Success – Objective/Outcome Area 3

[Insert the measures of success for each Objective/Outcome area.]

The primary success measures will be:

- *[Specific, quantitative measures if possible]*
- *[If not, qualitative & anecdotal measures]*
- *[Be as specific as possible so the Organisational Key Stakeholder, Coachee and Coach are clear what they are working towards]*
- *State who & what will be the key judges on measures*

STRUCTURE OF THE PROGRAM

Outline the structure of the coaching program: i.e. 12 x 1-hour face to face coaching sessions over 6 months, approximately 2 weeks apart, etc. If the organisations require huge objectives with only a few hours of coaching, add in: SCC&D is confident the coach will make a significant difference to the coachee in the short timescale available, but we feel more Coaching may/is likely to be needed to achieve the objectives in their entirety. While we're not sure for the great results we get, we would like to point out we're coaches not miracle workers!

One-on-One Coaching

Outline the structure of one-on-one coaching here. Adapt it/add team coaching or other Coaching under separate headings if necessary.

[insert name of coachee] has undergone Coach Matching with Southern Cross Coaching & Development's unique Coach Matching Matrix™ (patent pending) and a coach will be matched on approval by *[insert client name]* of the program.

[insert name of coachee] will work the coaching in with her professional commitments. However, it must be treated as a priority. *[if appropriate]*

Please note that five full working days notice of postponement/cancellation of any coaching session are required. If this notice period is not given, the session will be forfeit and still liable for payment.

Other tools & training

Recommendations to use additional tools and training may occur during the coaching. These will be discussed with all stakeholders as appropriate.

FEEDBACK

Key Stakeholder Meeting



The Key Stakeholder Meeting (KSM) is a pre-coaching program meeting to clearly delineate & ensure all-round understanding of the Coaching Outline, especially the Objectives, Measures of Success & Confidentiality & Feedback requirements. The KSM usually consists of the Organisational Coaching Sponsor(s) i.e. HR, manager, etc, the SCC&D Coach, the Coachee and an independent SCC&D Representative to chair the meeting.

Check Point 1

The effectiveness of the coach match will be formally reviewed after the first session, when feedback forms will be sent to both coach & coachee to assess the match is correct. We have never got a coach match wrong since we started the business in 2006, but in the unlikely event the coach needs to be replaced, we will seek in-depth feedback as to why & what needs to be improved; this will be done free of charge. The feedback process will continue after the new match to assess suitability.

Check Point 2

After 3 hours, the coach will formally assess the coachee's openness to coaching and willingness to undertake agreed & assigned tasks.

If the coaching is working well, organisational Key Stakeholders will be advised that all is well and the coaching will continue as agreed.

If the coachee is assessed as "un-coachable", coaching will cease and the organisation will be advised in writing as to the reasons why & any recommendations if appropriate.

What happens in each of the coaching sessions will be kept confidential between the coach, Southern Cross Coaching & Development & the coachee, unless specifically agreed by both the coachee and the coach, or unless the coaching process irretrievably breaks down.

In the event that the coachee is assessed as being resistant to the coaching process and/or the process irretrievably breaks down, the contents of the coaching sessions may be used to formulate a report to the organisation outlining reasons the coaching program has broken down. This report will be made public to the coachee and all necessary stakeholders.

Check Point 3 - Mid-point review

[Outline here if there will be a mid-point review: who will it be with? Why?]

Check Point 4

Written feedback will be sought on completion of the coaching program.

Interim or Ad-hoc Feedback

Any stakeholder may request a meeting at any time.

All communication outside the coaching process is to be transparent and open, and made clear to all, including all parties cced on any emails. There are to be no "closed doors" discussions where an agreed stakeholder is excluded.

Final Coaching Wrap-up Meeting

The final Coaching Wrap-up Meeting (CWM) held at the end of the coaching to talk through & give examples of the results obtained from the coaching based on the areas defined in the Coaching Outline at the initial KSM, focusing on the Objectives & Measures of Success agreed in the KSM. The CWM usually consists of the same people who attended the original KSM i.e. Organisational Coaching Sponsor(s) (HR, manager, etc.) the SCC&D Coach, the Coachee and an independent SCC&D Representative.



PAYMENT TERMS

Facilitation, Team coaching, Training and other costs may be invoiced at the start of the cancellation period or, more usually, after the product was delivered.

All invoices are payable within 30 days of date of invoice. Please note SCC&D is a Small Business under NSW Government's definition, & SCC&D's invoices are to be treated accordingly.

Our 100% money-back guarantee[^] is dependent on our clients paying their invoices by the due date.

Ordinarily, travel & accommodation costs are charged after delivery of the program, but SCC&D reserves the right to charge travel & accommodation costs upfront, especially if these are booked significantly in advance to save money for a client and/or are of significant cost.

CANCELLATION/POSTPONEMENT POLICY

A minimum of 10 full working days cancellation/postponement is required for Facilitation, Training, Team Coaching & Team Building/Planning/Development sessions, and booked full or ½ days of Coaching.

If less than 10 days notice is received, 50% of the amount will be payable. This also applies to changes in participant numbers within 10 working days – i.e. if 26 people are originally booked on the course & numbers change within 10 working days, the organisation will be invoiced for the original number, as facilitators/consultants/workbooks will already be booked.

If Facilitation, Training, Team Coaching & Team Building/Planning/Development sessions and booked full or ½ days of Coaching are cancelled/postponed within 5 full working days of the session, the amount will be payable in full. This also applies to changes in participant numbers within 5 working days.

In the event of any cancellation/postponement of Facilitation, Training, Team Coaching & Team Building/Planning/Development sessions and booked full or ½ days of Coaching within 10 full working days, any non-refundable travel booked by SCC&D for consultant travel will be charged to the organisation at cost price, including any cancellation & booking fees, etc.

For individual Coaching programs, a minimum of five working days notice of cancellation/postponement is required for all Coaching appointments. If sufficient notice is not received, the session will be forfeit or liable for payment in full if part of a pre-paid or pre-booked session respectively (single or multi-session Coaching or part of a booked full or part day session/program), or will be payable in full if the session is booked as a non-pre paid coaching session.

TRAVEL

Consultant travel time (over 30 mins each way) impinging on business hours 08:30 – 17:00, incurred within Metropolitan Sydney (excludes Wollongong, Penrith, Gosford, Blue Mountains, etc) will be charged at \$125/hour for the coach's or trainer's time (because the consultant(s) cannot book any other work during that time) plus the actual cost of travel, if appropriate.

The organisation will be charged at actual cost (including any booking/cancellation fees) for all consultant travel, food and accommodation, and associated costs for training held outside Sydney Metropolitan areas.

Consultant travel time impinging on business hours 08:30 – 17:00 for travel outside the Sydney Metropolitan area is charged at a flat rate of \$495 + GST per quarter day (a quarter day is 2 ¼ hours), charged in ¼ day increments, plus actual travel, food & accommodation costs. SCC&D will endeavour to keep these costs to a minimum wherever possible, asking consultants to travel out of hours, for example.

CONFIDENTIALITY

SCC&D is passionate about maintaining the confidentiality of information discussed in every coaching session, and balancing this with transparency of the overall objectives of the program.

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All parties (coach, coachee, etc) will be required to sign binding confidentiality agreements, with the caveat that should the process irretrievably break down or the coachee is deemed un-coachable, content from the sessions **may** be made available to the organisation.

In the highly unlikely event that SCC&D becomes aware of major illegal activity or major activity where we have an ethical & moral duty to act/disclose information to appropriate civil, military or other authorities and/or the organisation (e.g. major crime, terrorism, criminal violence, fraud, etc) during the Coaching, then Confidentiality **may** be breached.

Required outcomes and feedback will be openly discussed and clearly outlined at the start of the coaching program, ideally in Key Stakeholder Meetings (KSMs), although this may be done over the phone, agreed in writing and communicated to every individual stakeholder.

Any changes to the program will be redefined ideally in future KSMs with all stakeholders present, but may be done over the phone/Skype/email & agreed in writing.

VALIDITY OF THIS PROPOSAL

The information and costs in this proposal are valid for 6 months from the date shown on the covering page of this proposal, unless other specific written agreements dictate otherwise. Extensions to this agreement must be made in writing and agreed & signed by both parties. Email confirmation of extension is acceptable.

Commencement and/or booking of any work with SCC&D denotes agreement to all costs & conditions in this proposal.

INVESTMENT

Southern Cross Coaching & Development's initial needs analysis is free of charge.

Executive Coaching costs include:

- ✚ Use of SCC&D's Coaching Intellectual Property & Methodology as necessary, including use of our unique, proven & highly effective Coach/Coachee Matching Matrix™ (patent pending)
- ✚ Provision of SCC&D's coaches for all individuals
- ✚ Post coaching feedback assessments as agreed
- ✚ Reasonable written and telephone feedback reports (for multi-session programs only)
- ✚ Reasonable email and/or telephone support for coachees between coaching sessions (for multi-session programs only)

Key Stakeholder Meetings (after initial needs analysis)

Interviews with coachees, managers & staff to discuss of program outcomes/results/objectives, program measures of success, feedback requirements etc to enable construction of the Coaching Outline, administer Coach/Coachee Matching Matrix™ (patent pending) assessment, and for subsequent changes & updates, etc during the program, final key stakeholder meeting to discuss results of the coaching, etc

\$XXX/hour/consultant + GST

PLEASE NOTE:

For an average Executive Coaching Program, these costs are on average circa 5-6 hours (approx 3 hours at the beginning, 2 on completion) – approx \$975-1170 + GST - in addition to the cost of the hours in the coaching program. However, these costs may sometimes be higher (or lower!) depending on the time required.



Purchase of discounted blocks of coaching hours, or at the individual hourly rate

The hourly rate for coaching depends on the number of hours booked & paid for each Executive Coaching program.

However, SCC&D reserves the right to offer the organisation the flat 12-session rate for additional coaching hours arranged in relation to a continuing Executive Coaching program or for lower numbers of coaching sessions if appropriate, as a goodwill gesture.

As-Required Individual Executive Coaching Hours (1-5 hours)

Individual, one-on-one (face-to-face or telephone)
coaching sessions:

\$XXX per hour + GST

Southern Cross Coaching & Development will invoice monthly for each individual.

Telephone coaching sessions can be for a full hour or divided into ½-hour blocks. Face to face sessions to be a minimum of one hour in length.

6-hour Executive Coaching Coaching Program

6 x individual, one-on-one (face-to-face or telephone)
coaching sessions:

Equivalent hourly rate:

\$XXX per hour + GST

The above rate is available if all 6 sessions are paid for on commencement of the coaching program.

12- hour Executive Coaching Coaching Program

12 x individual, one-on-one (face-to-face or telephone)
coaching sessions:

Equivalent hourly rate:

\$XXX per hour + GST

The above rate is available if all 12 sessions are paid for on commencement of the coaching program.

For all Executive Coaching, all telephone-coaching sessions can be for a full hour or divided into ½-hour blocks. Face to face sessions to be a minimum of one hour in length.

PLEASE NOTE: offsite meeting rooms & ancillary expenses (if appropriate) are the fiscal responsibility of the organisation. If SCC&D provides this service, we will invoice on an individual ongoing basis. Coach travel time may be added to coaching costs if appropriate.

Executive Coaching can be conducted just as effectively over the phone/Skye/Face Time as face-to-face.

VALIDITY OF THIS INFORMATION

This information and indicated costs are valid for 6 months only from the date shown on this covering page unless other agreements specifically dictate otherwise.

Commencement of any work with Southern Cross Coaching & Development denotes agreement to all costs & conditions in this document.

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AGREEMENT

All terms & conditions, pricing and course content are agreed. Email confirmation of specific dates is agreed as acceptable to all parties.

Signed, for & on behalf of:

Southern Cross Coaching & Development Pty Ltd:

Name: **Simon Smith**

Position: **Chief Executive Officer**

Signed, for & on behalf of:

[Insert name of organisation]:

Name:

Position:



ABOUT SOUTHERN CROSS COACHING & DEVELOPMENT™ PTY LTD

Our Mission: To deliver authentic, down to earth & practical coaching, training, facilitation & development services that convert to positive action & real world results in the workplace, & ideally personally.

Who we are: *We take time to listen* – only then do we advise the right solution. Our multiple awards for Excellence in Business Ethics means you know we have integrity – we do what is right & we do what we say. The genuinely individually tailored solution we offer will do what you need it to do.

We don't apply a sausage-factory system that we simply slot everyone into. Our strength and success is in our team of expert consultants, not in a rigid methodology.

We have a growing team of 28+ handpicked, highly qualified, expert consultants with a vast array & depth of both professional & personal experience. *That means we have the expertise to deliver solutions ranging from a single training or coaching program to large, multi-site, geographically disparate multi-team programs.* It also means you can likely get all the services you need right here, saving you time & money searching around.

For our coaching programs, *we have a unique Coach Matching Matrix(TM)* to match coaches & coachees, *and have never got a coach match wrong since we started in 2006.*

We *work with both the Public Sector* (including QLD & NSW Government (inc. the NSW Public Service Commission, NSW FACS, NSW Department of Premier & Cabinet, plus many others) & *large Private and Listed corporations in metropolitan & regional areas.*

SCC&D is a down-to-earth, no-nonsense, practical, high integrity, action-focused organisation that gets results. We guarantee it: **we put our money where our mouths are and offer a 100% money-back guarantee^** (^see website for our fair terms & conditions) around all our training & coaching - because we are sure we'll get the results you want. The fact we've never been asked to refund any money since we started in 2006 backs that up.