

COACHING and MENTORING



LEADING HUMANS

Michelle Lech

"Using the power of neuroscience to enhance performance"

leadinghumans.com.au

Great leaders are great thinkers

The relationship between a Coach and Client is a special and powerful one.

Great leaders are great thinkers. Thinking takes time. Quality thinking needs to be not just effective, but efficient...and that's where a great coach adds value.

Coaches create the space, and a robust process for quality thinking, solution-finding, and strategic decision-making. This is something that is often missed or de-prioritised in the busy life of a leader or executive. Coaches help make stuff happen.

Brain-based coaches (we call them **NeuroCoaches**) understand and employ techniques to create the mental space for better thinking, insight or creative problem-solving, and the opportunity for a leader to hold up the mirror for deep self-reflection and awareness. These strategies are the result of what we are learning from recent discoveries in social cognitive neuroscience.

Great leaders first lead themselves, and understand that every word, every action, and every decision they make has an impact on the mental state and cognitive performance of their colleagues and team members.



Personal
mastery is the
key to masterful
leadership

Great leaders ...

SHOW UP differently...so that they can
LISTEN differently...so that they
ASK and ENGAGE with people differently...so that everyone can
THINK differently

And a great coach will assist their client to achieve that.



Insight is the key

Coaching is about insight...

We now know a whole lot more about the science of INSIGHT – the AHA moment - in the human brain.

We know that the process of insight – solving complex problems in new and innovative ways, with your own thinking – creates a chemical reaction that results in higher levels of energy, motivation and accountability...a significantly stronger desire to **implement MY idea** than to implement an idea that came from someone else, or is an instruction.

We also understand the specific conditions that need to be present in the brain to increase the likelihood of that AHA moment occurring sooner. **NeuroCoaches** know how to set up a conversation structure, and ask questions in a specific way to create that insight-rich brain environment bypassing much of the wasted time and angst when an individual tries to work things out inside their own head.

Whilst we are intelligent and evolved beings, our individual cognitive capacity is actually quite limited when it comes to complex thinking, and the addition of a **second brain** that focuses on the process, while you focus on the content is a fast track to success. As **NeuroCoaches** can also teach their clients about how their brain works, that understand helps them to change their non-useful thinking patterns and behaviours.



Teaching people about the human brain and how it really works helps them to effectively and efficiently create significant change in themselves and others!

So what is the difference between coaching and mentoring?

Coaching provides a process to facilitate insight and great thinking, mentoring is the process of sharing experience and ideas.

When a mentor takes a coaching approach, magic happens, but the risk of only engaging in mentoring – telling and providing possible solutions – without allowing the mentee to think for themselves is that the ownership of action and outcomes sits with the mentor...and can be blamed or used as an excuse if all goes pear-shaped!

Leading Humans coaches do both.





Great leaders ...

SHOW UP differently....

so that they can

LISTEN differently...

so that they

**ASK and ENGAGE with
people differently...**

so that everyone can

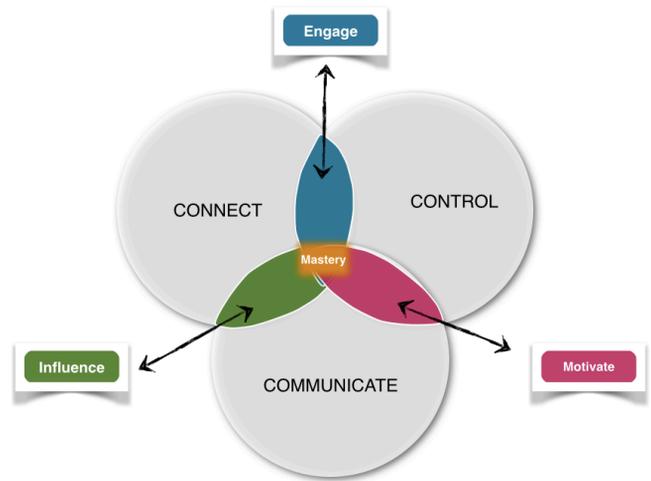
THINK differently

How does it work

Our coaching and mentoring programs support individuals to work toward mastery in three critical spheres:

- Ability to CONNECT
- Ability to CONTROL
- Ability to COMMUNICATE

When mastery in these three spheres is achieved you have the tools and skills to ENGAGE self and others, to MOTIVATE self and others and to INFLUENCE self and others.



We know coaching works!

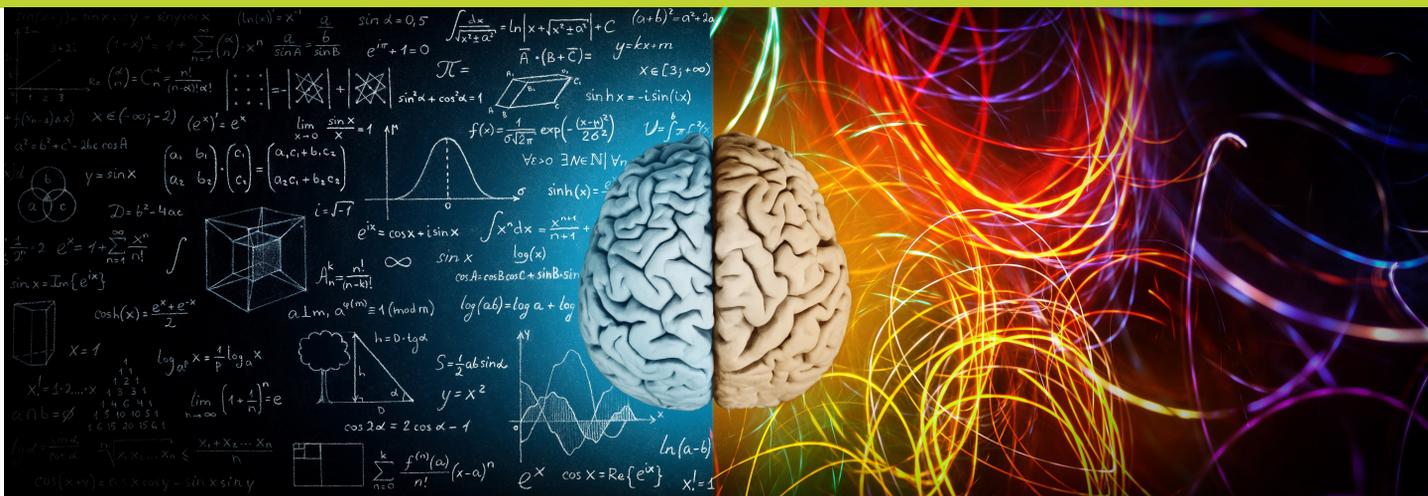
Coaching is a proven tool in leadership development. It delivers results by increasing effectiveness, building effective relationships and empowering individuals and teams to reach their personal and organisational goals.

The benefits of coaching include:

- ✓ increased productivity and work performance
- ✓ improved business management
- ✓ improved time management
- ✓ better team effectiveness
- ✓ increased self-awareness and self-confidence
- ✓ accountability and responsibility
- ✓ better relationships
- ✓ more effective communication



Our Coaching Model



Improving leadership performance is about identifying and creating sustainable and useful behaviour change, and that is easier said than done. As humans, we are hopelessly inept at sorting out our own brains and minds. That's where coaching comes in!

Our process takes you on a 'rewiring' journey from *Intention* to *Impact*. Let us explain....



CLARITY

We begin by supporting you to get clarity on what you really want or need. This may involve a number of approaches such as:

- diagnostic tools (including 360 degree feedback if requested)
- management input (where appropriate)
- self-diagnosis and reflection
- goal setting

Getting this piece right is critical. We find that many leaders enter their coaching engagement with a clear idea of their goals, yet rarely are they the goals they move forward with! More often than not their original thinking is surface, symptomatic or a set of assumptions based on feedback they have received from others. The role of the coach is to 'peek under the hood' and figure out the real goals and changes needed.

At the end of this phase, the you will have a clear **INTENTION** to take forward into your coaching.



Our Coaching Model

DIAGNOSIS

You are now in a position to self-diagnose the interference and barriers to your success.

What is getting in the way of moving forward?
What do you need to change in order to create that success?

This is where you will experience **INSIGHT**, lots of AHA moments that will lead to a new motivation to make the necessary changes in your leadership style and approach. Your Coach will also share their observations and experience to support this phase.

CHOICE

And now the hard work begins. Behaviour change takes time, and you will need to start making different choices. This is a time of **INTERVENTION** and may be initially unsettling, but is all part of the process of 'neuroplasticity' – the brain's ability to rewire itself in response to focus and attention,

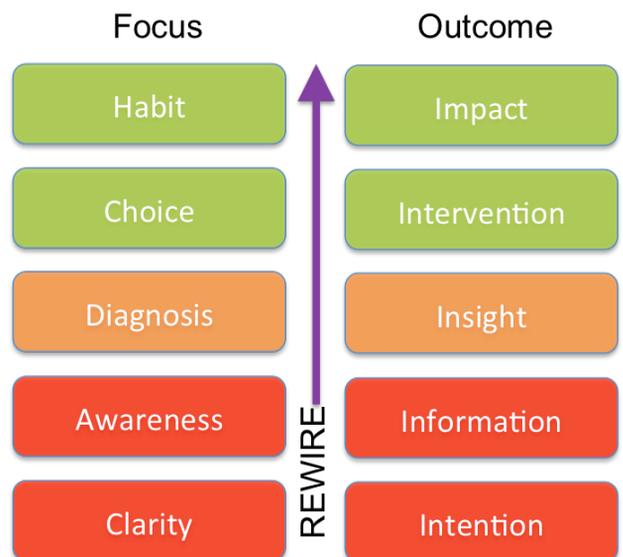
HABIT

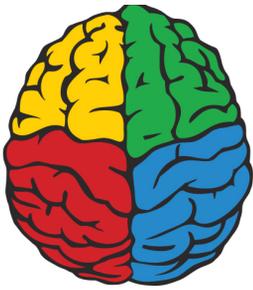
And when new habits are formed (when the brain has rewired) – and these may be mental habits or behavioural habits – you will find your level of positive **IMPACT** will be vastly improved, as well as your sense of personal and professional engage

AWARENESS

Next, it's time to explore the breadth and depth of your current reality. New problems cannot be solved with old thinking, so we need to challenge your current thinking and push you outside your current comfort zone.

This is also the place where we start introducing new and relevant neuroscience and other leadership models and concepts to begin to get you prepared for the next stage in the process. You will be armed with new **INFORMATION** to use in resolving your issues and creating new and useful behaviours and management approaches.





PRISM BRAIN MAPPING

PRISM Brain Mapping is the world's most comprehensive online neuroscience based behaviour profiling system

PRISM Brain Mapping is a unique way of identifying people's behaviour preferences based on brain activity.

Unlike traditional psychometric instruments, PRISM approaches human behaviour from the perspective of neuroscience, rather than psychological theory. This exciting online tool takes advantage of some of the most up-to-date neuroscience discoveries to provide users with a series of 'maps' which are representations of how their brain prefers to work.

PRISM's reports, therefore, show not only people's natural or instinctive behaviour preference, but also the extent and the way in which they modify or adapt their preference on occasions to respond to what they see as the demands of specific situations e.g. their job.

The reports also indicate where individuals may be overdoing or not making full use of their preferences. This insight also helps them to understand more about their true potential, as well as what may be hindering them from achieving even higher performance.

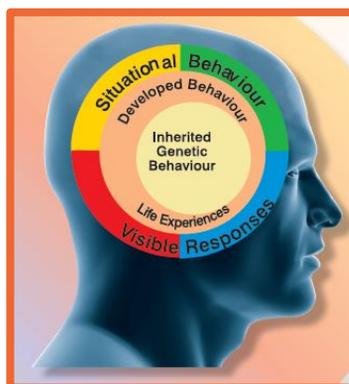
The remarkable complexity of the brain has shown that human beings cannot credibly be divided up into a fixed number of types or groups of people who are unable to act outside of their preferences.

PRISM does not, therefore, label people or fit them into 'boxes', nor does it have 'scores', or right or wrong answers. Instead, it provides users with a powerful, graphic explanation for why they approach situations and individuals in different ways.

Because PRISM is based on perception, it is obvious that if perceptions change, behaviour will change too. The dynamic interaction between perception of self and the environment explains why an individual may behave differently from one situation to another.

Each prism 'map' is, therefore, a picture of the user as a unique individual.

Emotional Intelligence
Mental Toughness
Team Performance
Diagnostics
Culture Surveys



Role and Team Benchmarks
360 Degree (with or without competencies)
The Big Five
Career Development



ICF Accredited Programs

What accreditations do we offer...and why...

A number of our programs are accredited with the International Coach Federation (ICF).

We have chosen to pursue accreditation with the ICF because of their rigorous international standards.

Our accredited programs are as follows:

- Conversations of Substance – 30.75 CCEU's (Certified Coach Education Units)
- Advanced Coaching Skills – 17 CCEU's
- Team Coaching Skills – 17 CCEU's
- Neuroscience of Leadership – 7.8 CCEU's

Who is the ICF?

The ICF is the predominant, internationally recognised professional association who work to improve the quality and professionalism of coaching – be that for professional coaches, workplace coaches, and coach training organisations. Their goal is for coaching to become an integral part of society...which for us at Leading Humans is about developing communication mastery throughout the world.

The ICF publishes, and credentialed coaches agree to abide by a Code of Ethics (guidelines, accountability and enforceable standards of conduct) and develop their skills in line with 11 Coaching Competencies. More information about the ICF can be found at www.coachfederation.org

Becoming a Credentialed Coach with the ICF

Many of our clients seek the confidence and sense of achievement of attaining an ICF Coach Certification. There are three levels of accreditation:

ACC – Associated Certified Coach
PCC – Professional Certified Coach
MCC – Master Certified Coach

To achieve the ACC Certification you need 60 hours of ICF Accredited Coach Training hours. The combination of our Conversations of Substance program, the Advanced Coaching Skills program, and the Team Coaching Skills program will provide that. . More information about the full requirements to attain a Credential can be found at this link: <https://coachfederation.org/icf-credential>

If this is something that interests you, please contact us on team@leadinghumans.com.au and we would be most happy to support you and answer any questions.

ABOUT MICHELLE LOCH

Michelle Loch is a renowned Thought Leader, Speaker, Author and Mentor who is passionate about Leadership and Conversational Mastery.

As an experienced coach and trainer of brain-based coaching and conversation skills AND a Professional Certified Coach with the International Coach Federation, Michelle is well placed to educate and motivate an audience to connect with the power of a powerful conversation.

Of course, this skill is an invaluable tool for the art of speaking and facilitating audiences of any size.

Michelle melds her expertise in the neuroscience of human motivation, self-leadership and powerful conversation to support her clients to create leaders who have more leadership CAPACITY, who develop the CONFIDENCE to step up into awesome leadership, and who have the CAPABILITY and skill to level up into awesome leadership!

Michelle works with individuals and organisations to REWIRE their leadership approach to meet the needs and demands of modern humans and the modern world! She is an expert in Neuroleadership, a field of study that takes the latest in social cognitive neuroscience and applies it in a practical way to the art of leadership. Her specific expertise and passion lie in the neuroscience of human motivation, self-leadership and powerful conversation.

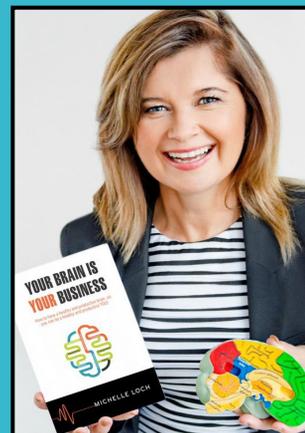
Michelle has over 25 years' experience across a number of industries and businesses and has worked in senior management roles in Suncorp and PricewaterhouseCoopers. Michelle studied under, and then worked for Dr David Rock, the founder of the US based Neuroleadership Institute and one of the world's most prominent thought leaders in the neuroleadership space.

Michelle is a PCC Qualified Coach with the International Coach Federation, a Certified Conversational Intelligence Coach, a Distinction qualified Mind Gym Coach, a Fellow of the Australian Institute of Management and holds a bachelor's degree in Education, Diploma in Teaching, and a Certificate of Neuroleadership.

Michelle and her Leading Humans Team work with a diverse range of teams across Australia and Internationally including Queensland Education Learning Institute (QELi), Mater Education, NRMA, RTA, Queensland Rail, SuperRetail Group and Arcadis.



MICHELLE LOCH



**CEO & FOUNDER
LEADING HUMANS**

AUTHOR
Your Brain Is Your Business
52 Weeks Of Awesome

SPEAKER

COACH

**For more information on
Michelle Loch**
kim@leadinghumans.com.au



LEADING HUMANS

Michelle Loch

rewiring the way humans think, behave and lead

leadinghumans.com.au

For more information about our coaching programs
contact kim@leadinghumans.com.au

Copyright 2019 Michelle Loch Leading Humans. All rights Reserved.

Participants you are welcome to share ideas and concepts learned in this program with others you work with in order to support professional growth and development in your organisation.

The material in this workbook may not be reproduced in any manner without the express written permission of Michelle Loch.