
WELCOME PACK

This welcome pack is intended to give you an overview of the Concept Coaching process you are about to enter into with a member of The Learning Concept coaching team or your manager.

We are looking forward to working with you and will be working hard to ensure it is an enlightening and beneficial process for you. Our experience tells us many people have some questions about how it works and what to expect! We hope this welcome pack will help answer any questions you may have and assist you in your preparation for your first session or meeting with your manager.

This document is intended to

- Give you an overview of what The Learning Concept process is, how it works and its potential benefits
- Describe what you can expect from your Concept Coach and what your Concept Coach will expect from you
- Encourage you to think about how this might benefit you

It should take no more than ten minutes to read and will significantly add value to your TLC experience.

What is Concept Coaching?

Concept Coaching is a form of learning, where a person – your Concept Coach – supports someone else – you – to create learning and self development by working closely and exclusively with you in a way that benefits you and your personal situation. It is an empowering process



that builds greater independence in thinking and actions. It is far more focussed than traditional training in a group or classroom setting as it addresses your specific, issues, needs and learning objectives.

One simple example is probably that of a sports coach. Here, the coach supports the individual to improve their performance and get better results, depending on what they want to achieve: e.g. to help a golfer win a tournament.. It is important to realise that the coach is not the expert in the coaching relationship. The role of the coach is to apply the principles of success and coaching, in a way that creates experiential learning for the coachee.

Your Concept Coaching is just a conversation, or series of conversations. Your Concept Coach intends to produce a conversation that will benefit you by working through your chosen work book with you.

This is done by asking questions and listening to your responses. Your Concept Coach may not know the answers to the questions they ask. The skill of coaching is to help you think things through by exploring various options around your chosen topic. This means you have the benefit of a independent and non - judgemental 'sounding board' and a way of considering your actions, plans, ideas and possible responses in a confidential one to one environment.

Why do people choose Concept Coaching?

People enlist the services of a Concept Coach because they want to improve specific skills, situations, learn new techniques and achieve goals. They want to learn new ways of thinking and approaching situations, in order to get better results. Goals we often work with are things like: being more organised and effective at work, gaining confidence in certain situations, or simply relating to other people more effectively.

Your Concept Coach will use a combination of observation, questioning, listening and feedback to create a conversation rich in insight and learning. You will experience a focus and attention that enables you to develop a greater awareness and appreciation of your own circumstances. In addition, you may also create new ways to resolve issues, produce better results and generally achieve your goals more easily.

Common benefits people experience from Coaching include:

- Improved sense of direction
- Increased knowledge of self
- Improved ability to relate to and influence others
- Increased motivation
- Improved personal effectiveness
- Increased resourcefulness/resilience



What Concept Coaching is not!

Structured training

Structured training relates to a fixed agenda of learning, and a prepared approach to making that learning happen. Concept Coaching follows a more flexible format, according to your objectives and chosen workbook. Both you and your Concept Coach influence the direction and content of your booked

sessions around your chosen topic. Concept Coaching also places responsibility for learning on you and therefore encourages learning to continue after the session. You can book as many sessions around your chosen topic as you wish with your Concept Coach (subject to your companies monthly membership) to ensure you fully understand the topic and can apply your chosen actions to your satisfaction.

A way of someone else solving your problems for you

Concept Coaching is based on the principle that an individual is ultimately responsible for their lives and the results they're getting. If we acknowledge that we are responsible for something, it follows that we have power and influence over it. For example if you are not getting the results you want at work, a Concept Coach might encourage you to:

- Understand that situation more clearly
- Develop new ideas or approaches for such situations
- Take constructive action that gets you the results you want

The Concept Coach will not instruct you to go and do something specific, or go and do it for you. If they did, the coach would be taking responsibility – and so power – away from you.

What you can expect from your Concept Coach

The role of a Concept Coach provides support distinct from any other. Your Concept Coach will focus solely on your situations with the kind of attention and commitment that you rarely experience elsewhere.

Your Concept Coach will listen to you, with a genuine curiosity, to understand who you are, what you think and generally how you experience the world. Your Concept Coach will reflect back to you the kind of objective assessment that creates real clarity. During conversations, your Concept Coach will encourage you to rise to challenges, overcome obstacles and get into action.

A Concept Coaching relationship is like no other, simply because of its combination of objective detachment and commitment to the goals of the individual. Because the relationship is based on trust and openness, the contents of your discussions will be confidential. Where a third party has requested Concept Coaching for you, we will agree with you the best way to keep them involved or updated.

What your Concept Coach will expect from you

In return, your Concept Coach will encourage you to stay committed to the TLC process. That means being available for sessions when booked, taking your own notes in the designated workbook, and keeping any agreements or action points you make during sessions.

In addition, your Concept Coach needs you to be open to the potential of the TLC process. That means contributing to conversations openly and honestly. For example, if something isn't working your Concept Coach needs to know. If you have concerns or problems, voice them. If you know why a problem is occurring, say so. The strength and power of Concept Coaching relates strongly to the level of openness and trust between your Concept Coach and you.



How does the process work?

1. Visit The Learning Concept website and log into the member's area. Choose your learning topic from the list provided and download the relevant workbook. The first page inside the workbook is a page titled "Learning Objectives" here you will find some questions which will help you to form your outcomes for your Concept Coaching session. Do not complete any further elements of the workbook. The reason is that your Concept Coach will work through the workbook with you during your session. Your Concept Coaching involves a reflective process and the workbook layout is designed to enhance this. Reading ahead or pre preparing your answers may mean the session is less useful for you.
2. Call 0800 0025455 or email us on coach@thelearningconcept.com and book your session with The Learning Concept team. If we are unable to take your call please leave us a message with your name, contact number and company. We will ring, or email, you back and schedule a suitable time for your Concept Coaching session. The sessions last 30 – 40 minutes and can be timed to suit you at any time of day. We are happy to schedule sessions between the hours of 8.00 and 18.00 Monday to Friday. Experience indicates morning sessions are best as the brain is usually more alert then, although of course we are all different and you may prefer an afternoon.

The idea would be to choose a time when your schedule will allow for you to be uninterrupted during the time you agree with your Concept Coach.

3. At the agreed time your Concept Coach will call you (our aim is to call you within 3 minutes of the scheduled time). We may have a session that overruns prior to calling you and if so we will endeavour to advise you if this means we will be more than 5 minutes out on our agreed time. If for any reason you are unable to keep your agreed time that's no problem at all we will just reschedule your session for a more convenient time.
4. During the session have your workbook printed and in front of you with a pen and an open mind! Your concept coach will ask for your objectives for the session and probably ask for some background to your role and company at the start of the call. Follow the structure of the workbook and complete the reflective sections as indicated by your Concept Coach. Towards the end of your session complete the action plan.
5. Place the action plan where it will act as a prompt to remind you to apply your action points apply your ideas and experiment with actioning some new behaviours or ways of doing things and notice your results.
6. If you wish to, re-contact TLC and schedule a review or follow up session with your Concept Coach. You can do this as many times as you wish within your company's monthly membership allowance and you are free to review the same workbook as often as you wish until you are confident you have all the learning you seek.
7. Revisit the membership area and choose your next topic for learning and repeat the process!

Summary

Hopefully you now have a better understanding of The Learning Concept process. Perhaps you have also begun to think about your own situations and goals, and are beginning to imagine how Concept Coaching might support you. If so the next step is to download your first workbook by visiting the members area at www.thelearningconcept.com

We look forward to hearing from you to book your first session; please ensure you have completed your "Learning Objectives" page in your chosen workbook. Your coach will then work with you to help clarify your thoughts and ideas further. We trust you find your session very worthwhile and useful.

