



Executive level one-on-one coaching

Building a strong leadership team

Senior level meeting facilitation

Strategic change consultancy

Key talent development

Onboarding

Get ready for coaching

Here are a few of the common questions I am asked by my clients before we start our work together:

1. How is coaching delivered?

Coaching is delivered primarily on a face-to-face basis. These meetings will take place at your offices or at a mutually convenient location offsite. All we will need is a quiet room preferably with a flipchart and a whiteboard.

However a face-to-face meeting will not always be possible, so we also have the option to meet via telephone or SKYPE. My mobile number is [+61 414 800 425](tel:+61414800425) and my SKYPE name is [martin.hoyle](https://www.skype.com/user/martin.hoyle).

2. What is the time commitment?

Each coaching session will last approximately 90 minutes. You and I will meet at least 6 times per quarter, but there is no upper limit and you can request a meeting whenever you want. Most coaching programmes run for a minimum of 4 quarters.

Bear in mind that I charge by the client, not by the hour. There are no cost implications for booking extra meetings.

3. How are our meetings arranged?

I will contact you or your administrator directly to book our coaching sessions, usually up to 6 meetings in advance. However a key part of our service is that you can see my diary online and arrange meetings yourself at very short notice. This service is provided via the Coaching Access Point at www.martinhoyle.com. You should become familiar with this site as it will form an integral part of our work together. This site also offers the most effective way to contact me as each day it is updated with my movements for the next 24 hours and details the best way to reach me during this period.

4. What will we work on, and who decides this?

I am a Business Performance and Talent Development Coach, not a Life Coach or counsellor. This means that the primary aim of our work together will be to help you excel in the role you have agreed to take on for your company. As such there are 3 inputs to the coaching programme:

- Your sponsor - they will tell us what they would like to see as a result of our work together
- You – you will have your own ideas as to how you would like to develop in the long term and the things you would like to achieve
- Me – as a professional coach I regularly work closely with your peers in other organisations. I have seen how they perform in similar roles and will offer you my thoughts about your development



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5. How will we keep track of our work together?

As part of our work together I will provide you with secure access to an on-line repository containing a constantly-updated record of your coaching programme which you can access at any time. This includes all meeting notes, coaching exercises, 360 degree feedback reports and psychometric test results, all of which can be downloaded to your PC and stored locally if you wish.

In preparation for our meetings you should always log in to your repository and download the notes from our most recent session.

In addition to your coaching programme, the Coaching Access Point www.martinhoyle.com also provides a 'Resources' section containing my suggestions for good business books, journals and websites. You can also download copies of slides and other coaching materials used in our work together from here.

6. How confidential are our discussions?

Before I agree to take on a coaching assignment I insist that the client company agrees to our code of confidentiality, a copy of which is available via the Coaching Access Point. If the sponsors do not agree to this I will not accept the assignment.

It states that we will under no circumstances deliberately divulge information about any individual within any client, past or present, to any third party without the express permission of the individual concerned. Where we are commissioned to report back information about an individual as part of a contract, we will inform that individual at the start of the contract. The only information reported back will be that specified at the start of the contract.

It is important that you feel free to discuss with me any issue that affects your working life without concerns about confidentiality.

7. How will we measure the results of our work together?

It is only fair to both the individual and the sponsors that we build into our work measures that enable us to demonstrate results. This is primarily achieved by using a range of 'before' and 'after' tools such as 360 degree feedbacks, internal appraisals and competency reviews, and of course using the measures that already exist to determine your success in the role.

During the lifetime of the programme you and I will regularly review your progress and together decide how best to communicate this to your sponsors.



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8. What do you need from me?

The most important things I need from you are a commitment to spend time together and a willingness to be open and honest about what you are trying to achieve and how you are performing. Beyond this I need you to be open to new approaches and to come to our sessions with a clear head.

I would also like some information from you that will help our work together. This falls primarily into 2 categories:

- **Basic contact information**

Send an email to me at martin@pcsmailbox.com and let me have some basic contact details including:

- ✓ Mobile and landline numbers.
- ✓ Email address.
- ✓ The address of the office where we will meet most often.
- ✓ Your job title and date of birth.
- ✓ Who looks after your diary? If it isn't you let me have their full contact details. Tell them who I am and explain why I will be asking for your time.

- **Information about you**

Please send to me any documentation that you have that will help me prepare for our time together. Things such as CV's (no matter if out-of-date), role descriptions, previous feedback and appraisal documents, results of psychometric tests etc.

Anything you send to me will be treated as confidential.

I look forward to our work together.

Martin Hoyle.

Coach to Executives, Senior Managers and Leadership Teams.