




# Institute of Public Administration Coaching Services

## The issues you may be facing

- 
- Leading an organisation, section or team and want to expand your skillset for greater impact?
  - Tasked with a new area of responsibility and want to transition smoothly to new challenges?
  - Facing a persistent work challenge and need to find new ways to address it?
  - Conflict! Dealing with a recent or an on-going issue and want a sustainable resolution?
  - Need to realistically review career aspirations and options to identify next steps?
  - Want to identify skills and experience that could be of benefit to others, for the next stage of your career?

It is difficult in larger group training interventions for individuals to explore specific, maybe confidential issues in detail. Coaching therefore provides a confidential and structured approach for people who want to discuss specific personal issues and find solutions.

## What is Coaching?

Coaching is a series of confidential individual discussions aimed at enabling learning, action and results in individuals and teams. A coach acts as a *facilitator* for the individual and assists them identify solutions to their own issues, simultaneously supporting, challenging and providing structure to help them achieve their goals.

Coaching is proven as one of the most effective ways to help people deliver results and is a highly valued developmental intervention for all areas of the organisation.

In a dynamic and changing environment, the ability to sustain organisational performance lies in the capacity of people to adapt and deliver. Organisations might offer coaching as part of a programme in leadership and management or offer it to smaller groups of people to address specific issues.

The IPA offers a suite of coaching services to meet a variety of individual and team needs. These services are offered as standalone supports, or in a variety of combinations and can be integrated components on customised client development programmes.

# Coaching Services

## Range of Coaching Services

Individual Executive Coaching

Specialist Coaching including in:

- Communications
- Team
- Conflict
- Board Level
- Interview Preparation

Coaching Skills for Management

## Range of Coaching Solutions

Organisational Coaching Programmes

Integrate a Coaching element into a Development Programme

Coaching Programme Evaluation

Individual profiling supported by Diagnostic Tools

## How Does Coaching Work?

Coaching works best when focused on specific issues in a defined time frame:

- Coaching sessions typically last 1-1.5 hours at a time, with 3-4 sessions over a number of months
- Sessions can be a stand-alone activity or a series of sessions integrated into development programmes
- Conversations commence with the participant's specific needs, supported by diagnostic tools if necessary
- Examples of diagnostic tools include: the Leadership Effectiveness Assessment (LEA), the Myers Briggs Type Indicator (MBTI), the EI Bar-On (Emotional Intelligence) and a number of diagnostics related to personal effectiveness, conflict, team working and career management
- Telephone coaching is a cost effective, timely and practical way to continue coaching after an initial face to face meeting.

## Possible Coaching Themes

Leadership and Management Effectiveness

Team Building and Management

Conflict Response and Management

Career Growth and Choices

Retirement Readiness

Strategy and Project Implementation

Coaching is therefore an ideal forum to address a range of issues, impacting on individual and team effectiveness, some of which could include:

- ✓ Enhance self-awareness, confidence and organisational profile
- ✓ Develop management/leadership effectiveness and interpersonal skills
- ✓ Create a productive and results focused work environment
- ✓ Enhance collaborative Peer/Stakeholder working
- ✓ Take responsibility for own career development
- ✓ Engage with new organisational responsibilities and promotional prospects
- ✓ Challenge decision making process and encourage greater innovation
- ✓ Ensure success of change initiatives and creatively manage in constrained times

# Coaching Services

## IPA Experience and Clients

Coaching is an area of particular expertise in the Institute. Our experience of building capacity in managers across the public sector to respond to change and leadership expectations stems from extensive specialist knowledge in the area of people development.

Coaching expertise is complemented by competency specialisms in many areas including conflict management, strategic management, project and team management, governance, communications, human resources and performance management.

Our partnership approach to designing and delivering client HR and training strategies ensures IPA consultants and coaches have an in-depth understanding of the business and personal issues faced by managers at every level across the sectors. This is integral to the IPA's ability to provide responsive, tailored, impactful coaching and people development services.

Examples of some recent clients who have availed of our coaching services:



## Further Information

The IPA fields a team of qualified coaches with a range of specialist areas and drawing on experience from across organisations and sectors.

To speak with someone about how our Coaching Services and range of expertise can meet your needs, please contact Siobhán Bradley on 01 240 3642 or email [sbradley@ipa.ie](mailto:sbradley@ipa.ie)

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