



"...to assist the individual in making a real, lasting change."

Helping individuals and teams develop their:

- Thinking Style
- Problem Solving
- Group and Inter-personal Effectiveness
- Managing for Results
- Human Resources/Management Skills
- Develop Leadership
- Conflict Management Techniques
- Use Appropriate Dialogue in Crucial Conversations and Critical Confrontations
- Time Management Techniques
- Foster Entrepreneurship

How does Coaching & Mentoring at 2Collaborate work?

Working on a **one-to-one basis**, the 2Collaborate coach will **develop a positive rapport** with the parties and facilitate the exploration of individual's needs, motivations, desires, skills and thought processes to assist the individual in making a real, lasting change.

- We use **extensive personal profiling** as well as **observational and questioning techniques** to facilitate individuals own thought processes in order to **identify solutions and actions**.
- We support individuals in **setting appropriate goals** and methods of assessing progress in relation to these goals.

- We encourage a **commitment to action** and the development of lasting personal growth and change.
- We maintain unconditional positive regard for the individual, which means that the 2Collaborate coach, like our mediators, is at all times **supportive and non-judgemental** of the individual, their views, lifestyle and aspirations.
- We ensure that clients **develop personal competencies** and do not develop unhealthy dependencies on the coaching or mentoring relationship.
- We **evaluate the outcomes of the process**, using objective measures wherever possible to ensure the relationship is successful and the client is achieving their personal goals.
- We **manage the relationship** to ensure the client receives the appropriate level of service and that programmes are neither too short, nor too long.

Assessment of Needs – Personal Profiles

The assessment of needs of clients are produced via a set of online questionnaires in a number of areas. 2Collaborate are accredited to use the **Epic/Inscape personal profiling system** and have found this to be a successful personal and professional development tool.

Within the range of profiling available, the profiles that 2Collaborate are licensed to generate for both individuals and teams include, but are not limited to the following areas:

- The DiSC Classic (Management Style)
- Team Profile
- Time Management
- Listening Skills.

These reports offer an analysis of the individual as well as groups/teams and can help illustrate areas that require attention.

DiSc is a multi-level learning instrument that provides feedback designed to help people in organisations build productive teams, develop effective managers, improve customer service and ease frustration and conflict.

The **DiSc Classic** lays the foundation for high performance in a wide variety of applications and 2Collaborate has used this profiling system on a continual basis to help people discover:

- their behavioural strengths
- the value of the strength of others
- to manage effectively
- to foster teamwork
- to improve communication skills
- increase sales
- improve customer satisfaction and loyalty
- reduce conflict and stress.