



UNSHAKEABLE

I N D I V I D U A L

C O A C H I N G

P R O G R A M S

What are Unshakeable Individual Coaching Programs?

- Six 1.5 hour individual Coaching Sessions.
- Delivered face to face.
- Between session support.
- Written notes provided within 48 hours of each session.
- IWAM report and debrief.
- Evaluation report provided to Management.
- Confidentiality guaranteed.

Why Individual Coaching Programs?

Coaching is now seen by many senior managers as one of the more effective ways to develop emotional and social effectiveness skills as well as leadership (Salmon, personal communication, 2007).

http://www.spenserandassociates.com/documents/other/Coaching_in_Government.pdf

The Unshakeable Coaching Framework, helps staff at all levels develop performance and talent by developing their potential, building their passion and purpose, holding them accountable, and engaging them in their own development both personally and professionally.

Unshakeable Coaching Frameworks

Neuro-Semantics – developed by Dr. Michael and Bob Bodenhamer

Meta-Coaching – developed by Dr. L. Michael Hall and Michelle Duval

Neuro-Linguistic Programming (NLP) – John Grinder & Richard Bandler

Unbullyable – developed by Sue Anderson

Growth Mindset – developed by Professor Carol Dweck

Clean Language – Penny Tompkins and James Lawely

Common Coaching Themes Identified

Summary of Coaching Topics often raised by staff (based on thousands of hours coaching):

Empowerment:

- Feeling unheard / powerless
- Feeling judged
- Wanting to increase confidence in themselves as Leaders
- Feeling walked over by others
- Lack of self-awareness
- Lack of confidence in decision making

Understanding others:

- Working with / Managing large personalities (Prickly Pears)
- How can I help my team get along?
- I want to know how to understand my team
- How do I motivate my team?
- How do I better connect / communicate / engage with my staff?
- Giving feedback / receiving feedback and not taking it personally
- How to deal with complaining staff?

Understanding Emotions:

- Anger about perceived unfairness
- All or Nothing Thinking and Discounting thinking styles
- How do I respond when staff take feedback personally?
- Feeling Trusted / lack of trust /lack of respect
- Stressed /not coping / not sleeping / not wanting to come to work
- Managing emotions of self and others

Sue's Coaching Qualifications:

- Sue successfully completed her Coaching Qualification with the International Society of Neuro-Semantics (Meta Coaching) in 2007.
- She has been actively coaching since 2007, having thousands of hours of coaching under her belt.
- Sue engaged the services of a paid professional Coach Mentor / Supervisor for four years (Michelle Duval of Equilibrio).
- Sue is also a Qualified Neuro Linguistic Programming (NLP) Practitioner (The Coaching Room).
- Sue studied Psychology at Boise State University (USA) and the University of Ballarat (now Federation University).
- Sue now trains others in Coaching Skills.

Sue's Coaching Experience:

- Sue has coached professionally since 2007.
- All ranges of staff levels.
- Age range from six years of age to seventy –six years of age.
- Coached adults and children with a disability.
- Thousands of hours of Individual Coaching experience.
- Hundreds of hours of Group Coaching experience.

Recent Coaching Clients:

Staff of all levels at:

- VicRoads (Ballarat, Kew, Burwood, Hetherton)
- Victoria Legal Aid (Ballarat, Geelong, Melbourne, Frankston, Horsham)
- City of Ballarat
- City of Moonee Valley
- Centacare

Recent Testimonials:

'This is by far the most productive coaching / training that I have received throughout my career.'

Each session with Sue Anderson has delivered a balance of engagement, drive and discovery, all supported by Sue's enthusiasm and ability to create understanding and provide true meaning around what can be confronting revelations. This is all backed up with session by session feedback and appropriate supporting material.'

John Hackett – People & Culture VicRoads, August 2017,

'Sue helped me change my perspective when I was going through a difficult time and felt quite "stuck" and headed in a direction that I wasn't happy with. She helped me to look at a range of situations objectively and helped me identify some of the traps or unhelpful approaches that I found myself taking from time to time and made suggestions on how to avoid these.'

She helped me to look for something in every situation that could be useful and to look for useful beliefs. She provided me with a range of strategies that helped me to choose my emotions, my mindset and how to approach difficult conversations or problems. Sue was always very easy to talk to and helpful.'

She had a good understanding of the work we do at VLA and the challenges that face staff working in regional offices. This made the suggestions and strategies that she suggested seem very relevant and easy to adopt. She also provided me with some great theories or strategies to help increase my general wellbeing, which was much appreciated at the time'.

Managing Lawyer, Victoria Legal Aid, July 2017, (name and contact details available upon request).

'I am already using the skills I have learnt during the coaching. I rate the coaching I received as 10/10 for its quality and usefulness'.

Adam Gilbert, Acting Centre Manager, VicRoads, Hetherton, August 2017

About Sue Anderson

Sue Anderson works in the field of Emotional Intelligence and Resilience. Her specialty is helping people develop mental toughness so they can excel (not handle) in the pressures of the modern workplace. A highly sought-after coach, mentor, trainer, author and speaker, Sue Anderson works with organisations and businesses to develop highly functional and productive workplaces, with confident, resilient and motivated employees.

As a Thought Leader in the areas of resilience building in the workplace, Sue utilises her cutting edge methodology to help individuals and teams move from a place of fear and dysfunction to a highly engaged, confident workforce. By integrating and refining areas including communication, motivation, beliefs and emotion, Sue's programs empower employees, enabling ongoing positive human interaction in the workplace and beyond.

With qualifications in psychology, management, quality assurance, training and coaching, Sue's unique approach is accessible, fun and builds capability. Sue passionately believes that developing resilient and ***Unshakeable Leaders*** is critical to improving everyone's wellbeing and quality of life.

