

# Cindy Tonkin Consultants' Consultant: Executive Coaching



## Retain High-Potential Staff



## Solve People Problems



## Train New Managers

Customised, just-in-time problem solving and skills development

- Only for high-potential staff
- Plan career actions (development planning)
- "Build a bridge and get over" problems
- Fix consistent recruitment mistakes at source, manage difficult staff or suppliers
- Let Managers work to their strengths, outsource what they're not good at
- Provide a sounding board to minimise senior management time handling minor issues

- "The client is insisting on a poor ROI campaign - how else can I change his mind?"
- "My team's scores dropped in the customer service survey, what can I do?"
- "We need to fix issues identified in the staff survey. We've done this before, how do we make it work this time?"
- "We need the right person, what questions do we ask at interview?"

- One on one and small group coaching customised to current needs.
- Cost-effective replacement for generic training:
- fewer hours out of the work place
  - lower cost per head
  - at convenient times
  - pertinent to the issues at hand