

The RCS Consulting Approach

June 2006



Our expertise

Integration

Measurement

Five types of measurement on the Kilpatrick scale

Active consulting

Classic OD with research & expertise around internal coaching

Embedding

High impact learning technologies

Learning over time in small bites, highly scalable

Core models

Coaching engagements

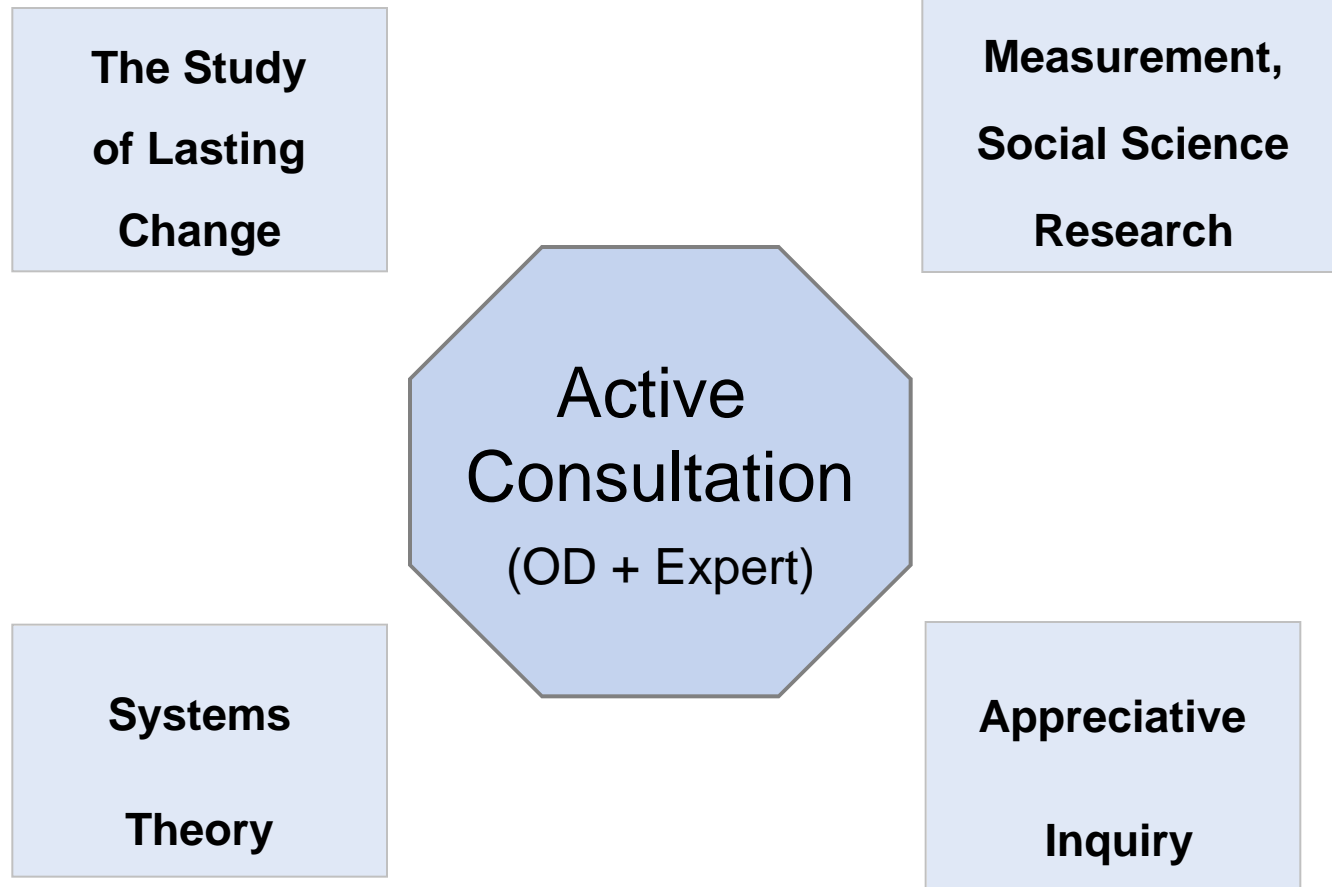
Formal coaching frameworks for high performers, transition, orientation

Coaching conversations

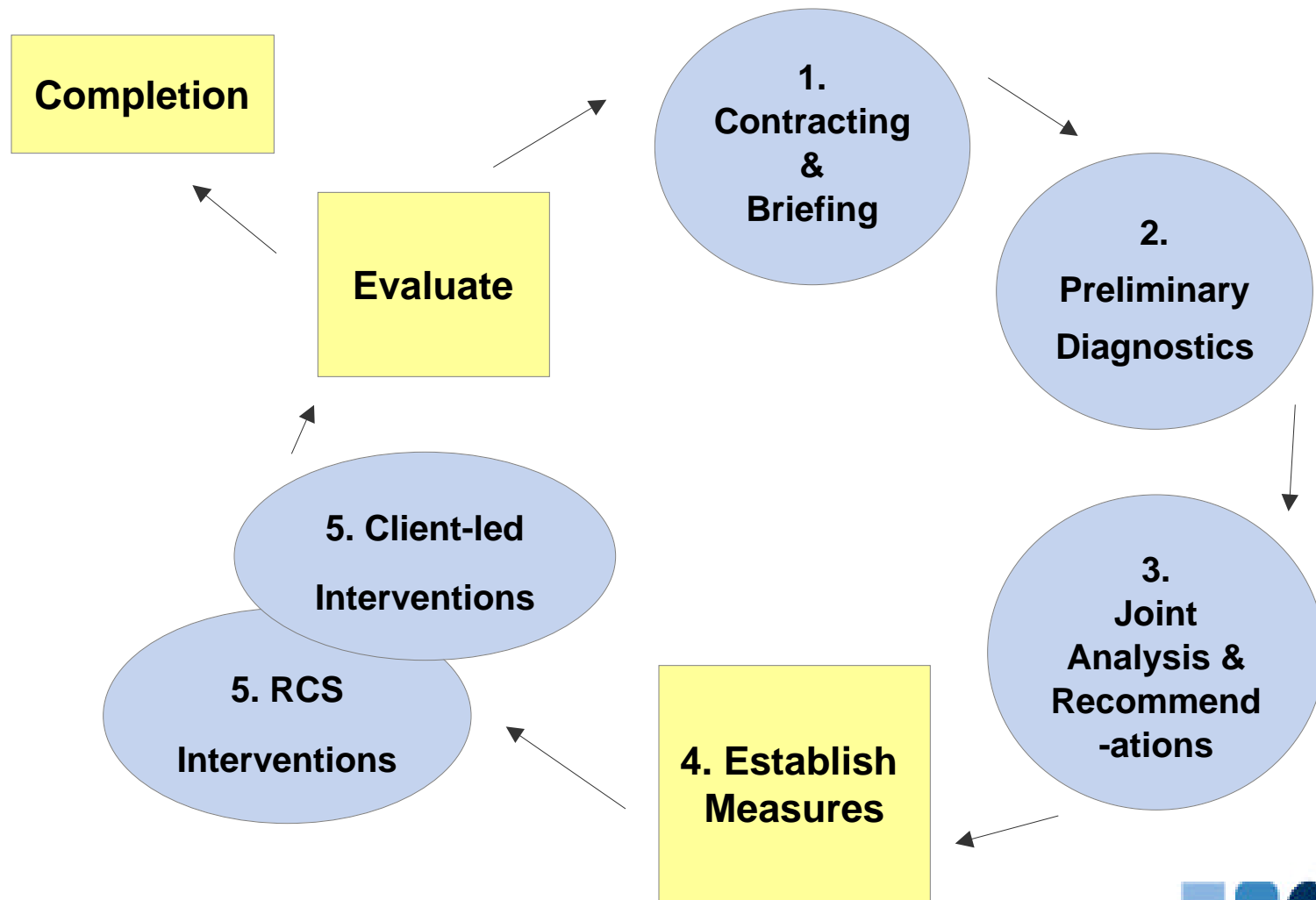
Informal coaching process everyday conversations, feedback, performance

Science and theory of coaching

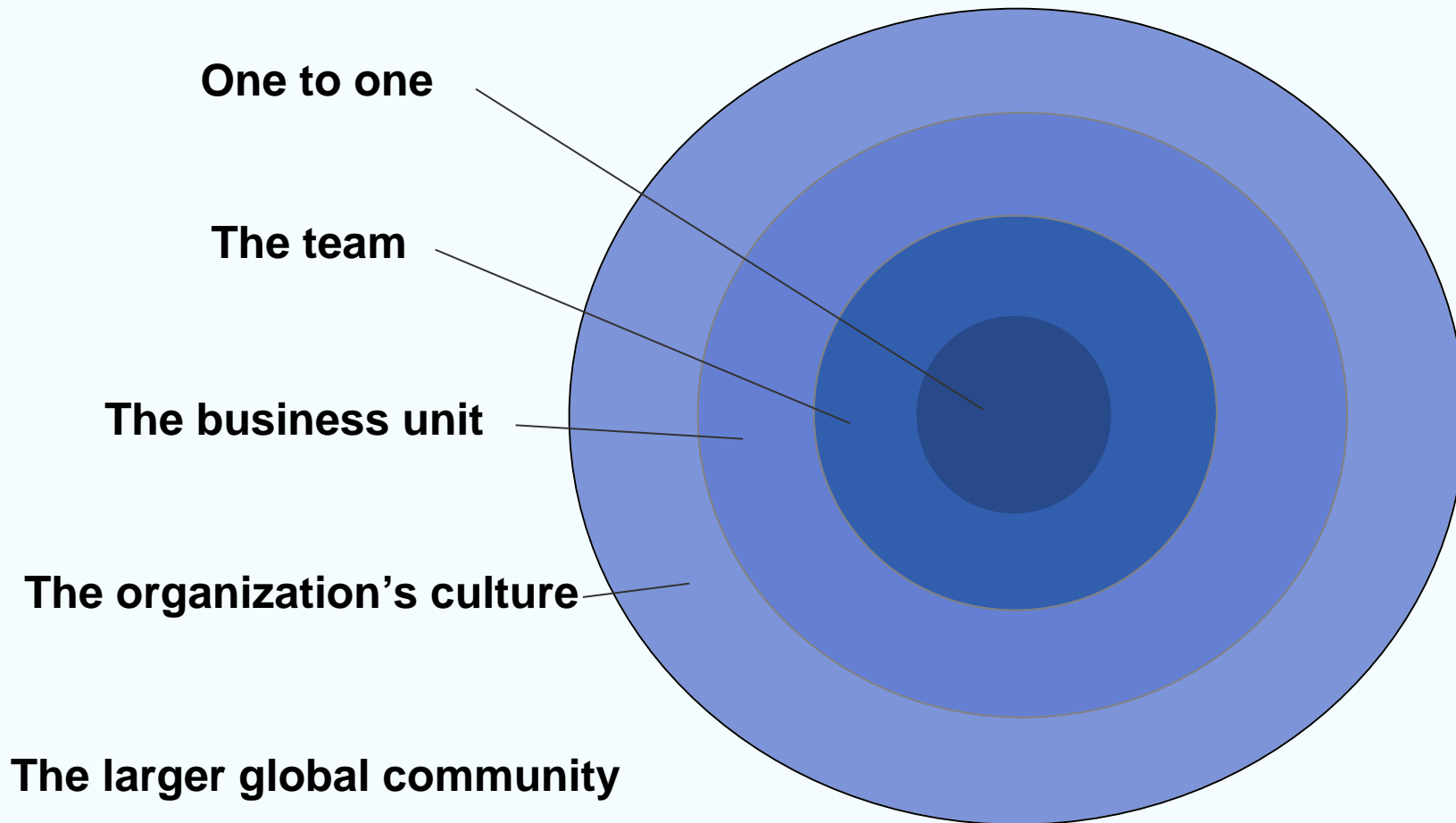
Active consulting



Our consulting approach



5 focuses





3 missions

1. Integrating: Assessment
2. Embedding: Simplifying, systemic
3. Sustaining: Build into existing systems



Key factors for success

- Strong working partnership
- Long-term view
- Fully integrating into existing processes
- Customisation to fit existing culture(s)
- Embedding at all levels of change
- Demonstrable competency & regular use
- Lots of measurement
- Regular communication & ongoing adjustment



Integrating coaching into:

- Competency models
- Skills development
- Feedback
- Problem solving
- Career development
- Performance management
- Leadership development



Diagnostic tools

- Review of existing materials & processes
- Employee opinion and other surveys
- 1:1 interviews
- Focus group studies
- Meeting observations
- Social network mapping analysis

Measurement Tools

Level 5: Measurable ROI: *'What's the ROI?'*

ROI Study

Level 4: Business Results: *'What's the impact'*

Impact Study

Level 3: Behavior: *'Can you do it'*

Live Certification Assessment Process, Interviews with Direct Reports

Level 2: Learning: *'Did you get it?'*

On-line Self-Efficacy Survey

Level 1: Reaction: *'Did you like it'*

On-line Participant Feedback, On-Line Engagement Survey

From the Kirkpatrick model



Embedding tools

Menu of possible resources

- Books
- Tailored audio and video samples
- Educational sessions
- Measurement
- Awards & recognition
- 'Cheat' cards
- Communities of practice
- Mentoring structures around coaching
- Research projects
- Regular internal communications forums
- Internal certified coaches