

## An unconventional and interactive tool that gets to the heart of the matter.

It gets people and teams thinking, talking and taking responsibility for what needs to change in order to achieve their business goals!

In this leaflet we'll help you understand the business benefits and more about the 1:1 coaching and group processes using the Frameworks for Change Process (FCP). Finally to give you a sense of the process we've provided a case study and more about the passionate and enthusiastic FCP facilitator Alison Smith.

### Overview

The Frameworks for Change coaching process is a diagnostic tool designed to address individual, team, and organisational issues. The process helps increase the sense of satisfaction, meaning and fulfilment in the work environment.

The process can be used 1:1 or in groups and sessions can take from 30 minutes to a whole day where clear action plans for key relationships are required.

The process helps identify new perspectives and highlights different aspects of situations. It can uncover unproductive patterns that block individuals and teams and can offer ways to clear these obstructions and enhance personal strengths and the vision of the organisation. Organisational benefits therefore include:

- Recognising shared values, objectives and setbacks
- Discovering areas of uncertainty in the infrastructure
- Generating group solutions for handling changes and challenges
- Transforming limitations that inhibit development
- Building on organisational strengths and values
- Networking of participants
- Creating a lighter and more harmonious work atmosphere
- Increasing commitment and support for organisational change

### 1:1 Coaching

This coaching process uses 3 different sets of cards to help tap into an individual's inner wisdom – insights, setbacks and mentors. No one gets told what the solution is or what to do. Use of the cards allows individuals to find their own solution and accept responsibility for taking the necessary actions required. Those actions might not always be obvious, nor easy but we can guarantee they're the right actions to bring resolution to the situation.

Use of the process with an individual will enable them to:

- Clarify goals
- Examine values and beliefs
- Strengthen self confidence and trust
- Explore issues of concern
- Learn how to approach situations responsibly
- Stimulate intuition and choice
- Change non-productive habits
- Enhance their ability to sustain themselves at work
- Apply intuition to their decision making process
- Realise the benefits of personal accountability
- Receive valuable personal feedback
- Increase emotional, spiritual and intuitive sensitivity and intelligence



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*Alison facilitated my experience with truth and eye opening insights that has left me with a renewed way of being with the world and myself. If you have the chance to experience this with Alison make it happen.*

Amanda Coppin

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*10% of all profits go to help young people get on track and find passion in life.*



### Groups

The process can be used in many group settings: departmental, cross functional or intra organisational. Alison's own Procurement background means she particularly sees the benefits of using it in Supplier Relationship Management situations. Either working individually with both supplier and contract management or supplier development teams or as part of a day's facilitated problem solving workshop. Other situations involving multiple stakeholders are also ideal for use of the process.

Cards are chosen by individuals and they are asked to explore how they relate to the current situation. So blame, finger pointing and accusations are not a feature of the sessions. This means that individuals find it much easier for taking personal responsibility for their own contribution to the current situation and identifying an action plan for the future.

Use of the process within a team will:

- Maximise strengths and talents of everyone on the team
- Identify habits that prevent the team from functioning more effectively
- Strengthen involvement
- Improve team communication and collaboration
- Facilitate the exchange of ideas and insights
- Enable colleagues to be seen in new ways
- Cultivate team rapport, receptivity, respect and creativity

### Case Study: 1to1 coaching

To help provide a sense of the process and the types of insights that may be possible please find below a case study of a session.

A manager has stated that his team is not achieving the goals he has set and is finding it difficult to understand what he can do rectify the situation.

**Insight: You value and express the quality of PROSPERITY in the present situation.**

The manager was asked to think of a time in the past when he experienced prosperity. Doing this enabled him to access a more relaxed and positive state. One from which he found it easier to consider solutions and accept the impact his own behaviour was having on the situation.

**Setback: You are setback by Blaming in the current situation.**

Before considering the current situation the manager was asked to consider a time in the past when he was set back by blaming. He was then asked to consider the impact of the blaming and how it was setting him and others around him back then and now. Potential changes in behaviour were then explored.

**Insight: You're willing to let go of your judgement and expectations.**

Obviously the initial reaction from the manager was very resistant to this card. He was asked to explore how the blaming came from his own judgements and expectations. He was also asked what would happen if he let go of the judgements? What positive outcome might there be?

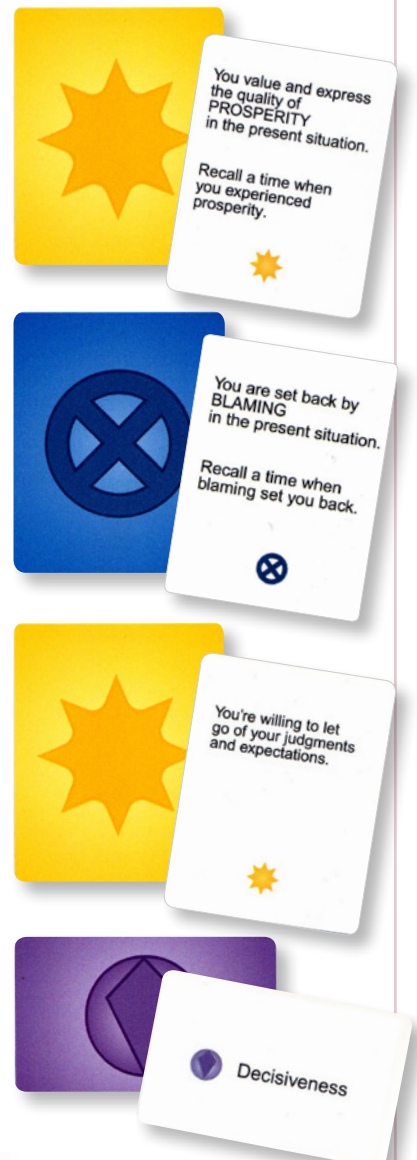
**Mentor: Decisiveness**

The initial response was that he was already being decisive and wasn't this undermining all the cards so far. He was then asked to think about someone who was a role model to him for this quality. What would that manager be doing, saying and how would he be saying it. It was at this point the manager realised that his judgements and arising tonality were key to resolving this situation. We then went on to future pace the team meeting the next day to understand how he would be behaving and how that would be different from earlier in the week.

The precise process used will be determined by the unique situation requiring resolution and the number of people involved.

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*Guaranteed to deliver benefit to any business or your money back.*



### Case study: Group - Keeping on track in a downturn

The following are key points on how to keep on track in a downturn taken from a session with the Scottish chapter of the PSA (Professional Speaker Association). Alison used the FCP to act as a catalyst for the direction of the discussion and to allow interaction with and participation from the audience.

**Understand and experience what team work looks like for you** - it's certainly very difficult to keep on track if we isolate ourselves.

**Express the quality of KINDNESS and even though you are busy take time to reach out to colleagues and offer support** - this seemed to be a continuation of true teamwork and looking out for others around us and being there for them.

**Only make commitments when you have the means to fulfil them** - stress and fear arising from making commitments we can't meet are counterproductive at this time.

**Don't allow yourself to be setback by DISAPPOINTMENT and RESENTMENT in the present situation** - sometimes it's really easy to see an outcome as a setback rather than our reaction to it. Here disappointment and resentment are reactions we choose to have to a situation and it's our choice of reaction that is the setback.

**Be Authentic** - in a downturn the one thing we need to be is at our best and the one thing we know how to be is to be ourselves. So rather than go off track in a downturn by trying to be what we think others want us to be, the one thing we can do to keep on track is to be authentic.

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### About Alison: Passionate about transforming lives

Contemporary, Enthusiastic and Passionate are the 3 words the Young Enterprise team used to describe Alison in support of their recommendation for her as Young Enterprise Business Adviser of the year 2009.

She is certainly passionate about transforming lives. Whether that's by supporting her clients getting back on track personally, as a business or within a project or team. After 20 years working in Procurement within the public and private sector in the UK Alison is now a facilitator, coach and consultant offering her enthusiasm and passion to support her procurement, interpersonal and intuitive skills for individuals and businesses. In addition to these skills Alison is an INLPTA NLP trainer and Frameworks for Change® coach.

The process, the insight, setback and mentor cards used here are from the Frameworks for Change® Innerlinks - [www.innerlinks.com](http://www.innerlinks.com).

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*Alison has a very natural style and can empathise with individuals at all levels finding common ground and issues with everyone.  
As a trainer her sessions can only be described as lively, informative and filled with joy and laughter.*

Robin Langstaff



*Alison at the Procurement Leaders conference 2009 where she demonstrated the FCP.*