



G-Cloud 15 Coaching

2025/12/19

Service Definition

Coaching

Introduction

We provide 1:1 mentoring and coaching to help your teams establish people-centric ways of working, navigate a complex change or embed agile approaches. We collaborate with your teams and leaders to understand where they are at, focusing on their skills and capabilities, the environment they work in, and the priorities they need to deliver.

We help you and your people identify whether deeper interventions are needed, for example addressing wider conditions that are preventing effective collaboration, or examining processes that are generating waste. We'll start by checking in on whether your purpose is clear and well defined, and make sure it's shared across the whole team.

What does it involve?

We recognise that there isn't a one size fits all approach. Rigid methodologies rarely lead to meaningful change or help teams maximise their potential. All too often teams talk about user-centric ways of working without ensuring solid methods for evidencing whether they're understanding or meeting actual needs.

We can run workshops and provide confidential 1:1 coaching for your people, either at a practitioner or lead level. We will tailor our approach based on what you need, but a typical project would incorporate the following:

- 1. Reviewing how teams are working.** We get to know your teams to understand their processes for getting work done. If we identify blockers to meeting purpose, we'll dig into what needs to be done to address them. We'll also take a look at what's going on with individual and team dynamics, and if there's a need for any conflict resolution or help developing self reflection and problem solving, we can do that too.
- 2. Spending time with leadership.** We work with senior management teams to find out what support they need to lead their teams more effectively. This often includes training around the eastern management approaches that birthed agile and lean, as well as practical exercises that bring leaders closer to the work of delivery teams. We supplement this with one-to-one coaching to help leaders develop the ability to view

the work as a whole system and to critically assess which interventions will be most purposeful and effective.

3. **Working through priorities.** Knowing what to concentrate on is only half the battle; we'll support you in figuring out what to stop as well. We help teams develop a razor sharp focus on purpose, so that everyone asks the right questions while carrying out their work. We help you make sure every person and every team is following the same 'guiding star'.
4. **Supporting complex change and embedding new ways of working.** Any period of transformation brings with it uncertainty and disruption, and people respond to it in a wide variety of ways. We view the teams we work with as fully human; even the most capable people are fallible, and even those who adapt well can be easily unsettled. We focus on identifying where support is needed most and concentrate our efforts there, so that your *whole* team can come along on the journey and so that no one is left behind.

How do we work?

Collaboratively. We create an environment where everyone is valued and everyone has a voice. We establish teams where diverse ways of working can thrive together.

Straightforwardly. We build trust by working transparently and with integrity. We will tell you what we think.

Pragmatically. Every team, organisation, or problem is different. We adapt our tools, methods, and approach to suit the situation.

Curiously. We always have more to learn and discover, and we don't see any questions as silly.

Purposefully. We care about our impact. We want to make things better. We work collaboratively.