

Coaching Works! What Our Clients Say About Coaching...

"The process has provided a road map for change and for becoming more strategic. I am excited to see the impact of the strategic efforts I am personally making with other offices and my staff. This process has been rewarding and very helpful to me."

- President, Health Care

"My coach was great. He helped me see my behavior more objectively and to change my style to become more effective with both my management and my direct reports."

- VP, Insurance

"My coaching experience with CRG Lee Hecht Harrison - and subsequent leadership training with their staff - has allowed me to further develop my



real-world skills as a manager and as a leader. They have an unusual ability to ask questions that get at the heart of the issue, but in a

manner that is encouraging and positive. The specific tools and coaching helped me improve my delegation skills and the performance of my staff, and led me to view my performance and role in the organization in a whole new light! Overall, it was an enlightening and encouraging process, and I'm grateful that my supervisor believed in my potential enough to enroll me in the program."

- Director, Public Sector

CRG Lee Hecht Harrison

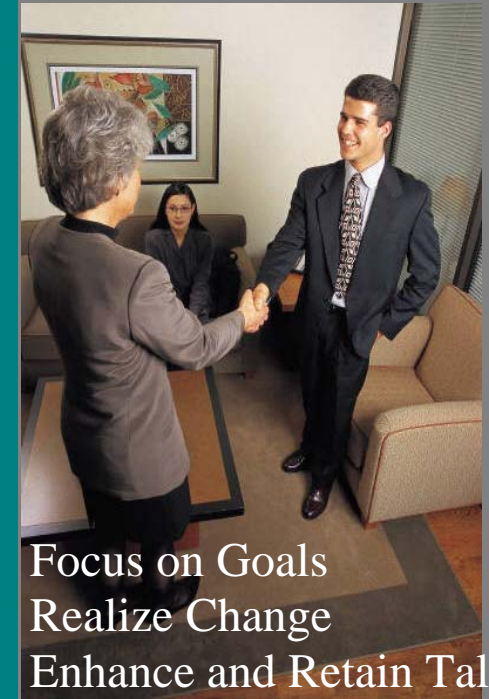
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CRG
CAREER RESOURCES GROUP

LEE HECHT
HARRISON

Global Partner

Coaching



Focus on Goals
Realize Change
Enhance and Retain Talent

Bottom line:

Effectiveness

Your Organization's Growth Deserves Our Attention

What is Coaching at CRG Lee Hecht Harrison?

Coaching is a results-driven process to maximize individual, team, and organizational effectiveness. Producing successful business results during times of continuous change is challenging. Leaders are expected to produce more today with fewer people and resources. Coaching helps focus on goals, realize change, and enhance skills and retain talent.



Focus on Goals:

Coaching is focused on achieving clearly stated business results. Goals are mutually endorsed by the coaching client and the manager.

Realize Change:

Coaching is a . . .

- developmental process to identify and acknowledge strengths and blind spots.
- growth process to assimilate new perceptions and determine priorities for change.
- motivational process that supports long-term excellence, self-awareness, and self-initiated change.
- focused investment of energy and time, typically about six months.

Enhance and Retain Talent:

Three coaching choices designed to enhance leadership skills and help retain talented individuals in your organization.

Top Performance Coaching

Purpose: Develops individuals into top performers.

1. Identifies behaviors aligned with organizational success
2. Assesses leadership behavior to:
 - create tailored strategies that strengthen leadership skills
 - address barriers to future success
 - modify ineffective behavior
3. Accomplishes prioritized change and growth on up to five prioritized behavioral outcomes

Early Impact Assimilation

Purpose: Focuses newly hired or promoted individuals to quickly become productive.

1. Identifies critical strategies for productivity in a new role and culture
2. Encourages proactive communication with senior leaders and team members
3. Identifies and accomplishes three to five critical behavioral outcomes

Coaching Practices for Leaders – for Individuals or Groups

Purpose: Enables quality coaching partnerships between the leader and direct reports.

1. Teaches the Lee Hecht Harrison coaching process
2. Trains to anticipate obstacles, engage in coaching conversations, and manage relationships

How Can We Get More Information About Coaching?

- First, developmental opportunities are identified for individuals or team members.
- The leader, manager, or human resources contacts CRG Lee Hecht Harrison to schedule a one-hour, confidential consultation with a certified coach.
- Discussion will include how to achieve a substantial return on the coaching investment.

How are CRG Lee Hecht Harrison Coaches Certified?

CRG Lee Hecht Harrison coaches complete a rigorous certification process and continue to learn under Lee Hecht Harrison (LHH) Master Coaches.

More than 200 LHH-certified coaches are ready to engage leaders in a consistent coaching process in 240 offices in 36 countries.



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