

DO YOUR LEADERS NEED TO:



Shift gear quickly and adjust their approach to managing current work challenges?



Increase their influencing capacity when working remotely?



Manage their emotional responses to frustrating situations?



Road test their approach to sensitive matters?



Debrief difficult conversations?

[Click Here to Set Up a Coaching Hotline Service That Works For You](#)

COACHING HOTLINE SERVICE

TMS provides a coaching hotline service designed to support leaders to work through the tricky and time-sensitive issues that are emerging from working virtually in a highly uncertain environment. Drawing on our experience working with leaders over the last six months, some of the situations they are finding particularly challenging are:

- Influencing people across the organisation in a virtual environment
- Managing team performance, driving accountability and asserting expectations
- Maintaining focus and motivation over the long-haul
- Supporting staff who are dealing with personal challenges
- Stakeholder management

The hotline service suits all leaders who need to take a flexible and adaptive approach to their work and to remain calm, focussed, and agile. Our coaching approach builds capability and helps managers troubleshoot difficult situations.

FEATURES



Your leaders receive **action-oriented coaching support** focussed on adaptive leadership from our highly experienced team of leadership coaches



Sessions are confidential but clients will receive a **monthly report on key themes and sessions accessed** to help track development and investment



You receive useful **insights on your team's leadership maturity** and progression as evaluated using the TMS Coaching Framework



Access to coaches is highly responsive to ensure your leaders can troubleshoot issues when needed. Coaching sessions are conducted virtually through MS Teams, Zoom, Telephone or your preferred platform

We have been so impressed with the coaching we have received over the years and the outcomes we have gained from it, we have adopted the same leadership development coaching for all our leaders, and have further extended onto our future leaders. We cannot speak highly enough of TMS Consulting, they have supported us and our team as a whole, through very challenging times.

- Nichole Aird, Senior Director (Digital Application Services)
eHealth Queensland

TMS COACHING FRAMEWORK

The TMS Coaching Framework is a hierarchy of leadership development from disengagement through to personal growth. Leaders can be assessed against this framework to determine their level of leadership maturity. At one end of the spectrum leaders are transformational in their thinking, highly self-aware, proactive and engage in reflective practice. At the other end, leaders tend to be more transactional, have limited self-awareness, are reactive and externally focussed. Ideally, leaders need to be in a regulated emotional state so they have the personal resources to focus on development during coaching. TMS coaches use this model to support leaders develop their leadership capability and move them along the spectrum to a more resourceful, self-regulated state.



HOW IT WORKS

The coaching hotline works as follows:

- You determine a 'up to' amount of sessions that are available per leader (e.g. between 3 - 5 on an as required basis)
- We help you draft the communications to your leadership team/s to offer the service
- Leaders contact our dedicated email address – coaching@tmsconsulting.com.au to connect with us
- Leaders will be matched with a Coach, or your staff member can nominate their preferred coach from profiles of our Coaches
- Leaders are all encouraged to access at least one session, and then on an as required basis from there
- The cost is \$325 per 1-hour session for an 'on-demand' coaching service. Package prices are also available if you pre-purchase an agreed number of sessions

This is flexible and can be adjusted to meet any specific requirements you might have.

WHY TMS?

Our **experience** – we have 14 years' experience as a consulting firm working with leaders and leadership teams in a multitude of government, professional services, not for profit, education, health, construction, resources and transport industries.

Our **understanding** – we have advanced insights on the adaptive challenges leaders have faced during the pandemic and more broadly in building capability. We have a clear understanding of the challenges leaders are facing at present, based on our experience coaching over the last 6 months having supported over 200 leaders during this time.

Our **credentials** – with qualifications in psychology, organisational development, education, business and human resources and experience as executive leaders and in B2B consulting, our team has expertise delivering coaching to develop the capability of leaders at all levels.

Our coaching **approach** – TMS use a range of tools to support the coaching process including skills audits, activity-based coaching, research reports, reflection tools and experiential learning. Psychometric assessments are also available.

If you would like to learn more about our Coaching Hotline, and the positive impact it will make to you and your organisation, please contact us on 07 3003 1473 or coaching@tmsconsulting.com.au.