



# COACHING

## Reflective Coaching is Effective!



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Telephone based  
coaching is now  
available

You can not discover  
new oceans unless  
you have the courage  
to lose sight of the  
shore.  
- Andre Gide

Communication and relationships form the bedrock of corporate life. However, many managers and staff are highly skilled technically, but struggle in this arena. Poor leadership and people skills reflect badly on the individual and the organisation they represent.

**Why Reflective Coaching?** Reflective Coaching was developed by Kellie Mills in response to requests by client organisations for a different approach to coaching. Kellie works with managers and staff on their people and leadership skills. She is more than just a sounding board or knowledgeable guide for the coachee. Instead, she holds a mirror up to their behaviour, attitudes, leadership and communication styles in a safe environment - this new perspective highlights the areas for development and helps create positive change.

Words that clients use to describe Kellie's style include:

- Reality check
- Practical
- Unique approach
- Unpretentious
- Flexible
- Insightful
- Positive
- Empathetic

*"Kellie was extremely effective in bringing all the underlying issues to the surface for them to be addressed" - P.S., Parkes*

Some of the coaching we do is 'Interventional' - meaning that there is a problem (often creating friction in the workplace) and we are asked to coach the person towards a resolution. Kellie is also a highly effective Leadership Coach. Her role in this case becomes a combination of trainer, coach and mentor applying her Reflective coaching style.

Kellie has provided coaching services for many organisations including Boeing Aircraft Company, PowerServe, Lawler Partners, Saywells, Taggart Partners, Wesley Uniting Employment, Cutcher and Neale, numerous city councils and other government and commercial organisations.

**Tools Used Include:** Belbin Team Role<sup>®</sup> Theory; Genos<sup>®</sup> Employee Motivation Assessment; Hay Group Influence Strategies Exercise.

*"I was looking for assistance to grow my leadership and people skills, and found the leadership coaching with Kellie the most effective way to achieve the outcomes I was after. The ability to discuss real experiences, reflect on how they were handled and put in place solutions has led to me becoming an effective leader with the necessary tools to perform my role to the best of my ability. I would recommend the style of coaching that I have undertaken to anyone who is after effective and personal assistance." - Michael Randall, Manager, Lawler Partners*