

**Mentoring**

**Coaching  
Consultancy**

**Coach  
Assessment**

**Coaching  
Conversations**



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## Who we are...

Clutterbuck Associates pioneered mentoring in the workplace in Europe and remain the international thought leaders in this powerful area of development. We assist companies throughout the world in building sustainable capability in mentoring.

We are also at the leading edge of coaching - here we specialise in evaluation and management of executive coaches, in team coaching and in helping organisations create sustainable coaching and mentoring cultures. Our third area of international thought-leadership lies in supporting board and top team effectiveness.

What links all of these core themes is more than 26 years of continuous research into the quality of dialogue in the workplace, to improve decision-making and increase performance.

## What we do...

We help people and organisations have learning conversations that stimulate radical, positive change.

In particular, we:

- Enable individuals and teams to coach and mentor; and we help organisations create cultures where coaching and mentoring are simply “the way we do things here”
- Help boards and leadership teams improve decision-making and drive change by raising the quality of the dialogue they have with each other and with their stakeholders
- Help managers and organisations harness the diversity of talent amongst their employees, by giving people confidence and competence to hold relaxed and meaningful dialogue across the barriers of difference

Based in the UK, we have a passionate belief in underpinning all our work with current research, to ensure it is always at the leading edge of knowledge and good practice; and in helping our clients to build the internal capability to apply our ideas and methods for themselves.



# Mentoring

We help our clients build and manage sustainable programmes of developmental mentoring. Our programmes are designed to meet the exacting criteria of the International Standards for Mentoring Programmes in Employment and reflect the most current research into mentoring fundamentals and good practice. Our research programmes are led by Professor David Clutterbuck, one of the world's leading authorities on developmental mentoring. We draw upon the experience of associates in more than 20 countries.

Our applications of mentoring include programmes to support talent management, induction, diversity, indigenization, and leader development; as well as reverse mentoring (where the mentor is hierarchically more junior than the mentee). Our experience covers programmes with as few as 4 participants and as many as several thousand; single organisation and multiple organisation; single country to global; face to face mentoring to e-mentoring and mixed media mentoring. We can provide a complete turn-key solution to making mentoring deliver significant return on investment, or any combination of elements.

Our wide range of mentoring services include:

- Programme design
- Programme management
- Programme coordinator training
- Mentor and mentee training
- Mentor and mentee support
- Top management and HR briefings
- Measurement and review
- Assessment against the ISMPE standards
- Train the trainer



# Coaching Consultancy

We help our clients build sustainable coaching capability and develop coaching cultures. Our continuous programme of research provides us with an evidence base for what genuinely works and what does not – and so we are able to help clients select appropriate mixes of coaching approaches for the specific variety of needs in that organisation.

Our key services in coaching include:

- Consultancy to develop a coaching culture
- Coach and coachee training from fundamentals (EMCC accredited) to post-graduate, in association with leading universities
- Top management briefings and personalised coaching skills development programme
- Coach assessment centres (to ensure that externally resourced executive coaches are competent)
- Coach development centres (aimed at helping internal coaches achieve the level of competence of the best externals)
- Team coaching
- Team coach training and accreditation
- Measurement of coaching quality and coaching deliverables
- Coach supervision – both one-to-one and group
- Train the trainer



# Coach Assessment

## Finding the right pool of executive coaches for your organisation.

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Key elements of the assessment process are:

- Planning, design and communication
- The application process – recruitment and selection
- Training HR Professionals and others to assess candidates
- Delivery of the assessment centre
- Selection and feedback to candidates
- Review, measurement and report
- Continued coach development and supervision, if required



# Coaching Conversations

## Coaching Conversations is a new approach to building a coaching culture for existing or newly created teams.

### What is it?

- A series of on-line learning, or face to face, modules that use a coaching style of training to develop coaching skills and change the team culture from within
- Highly flexible - integrated into a team's working day/working structure to reduce time off-line/away from work
- Consists of nine sessions (90 minute sessions) with 1 hour of pre-reading per session spread out over a 3-9 month period. Can be delivered via webex or face to face
- Builds in reflection and practice time in between modules to enable depth of learning, long term skills and behavioural change
- Ideally delivered by an internal facilitator, trained by Clutterbuck Associates, to ensure alignment to the team
- Alternatively delivered by a Clutterbuck Associates facilitator

### Why is it different?

- Incorporates latest research and learning in good practice coaching and mentoring within teams
- The teaching style mirrors the desired training outcome
- The sessions are based on dialogue – which is the most effective form of learning
- Based on the team as a systemic whole
- Extensive support around the programme (online encyclopaedia to support the team)



## What our clients say...

*"I am passionate about our Mentoring Women in Business programme and it is thanks to Clutterbuck Associates' expertise and support that we were able to develop the right approach to mentoring."*

Cherie Blair, Founder, Cherie Blair Foundation for Women

*"The expertise of Clutterbucks Associates has been extremely useful to us whilst setting up our global mentoring programme. The use of CA online resources, face to face training and ad hoc advice from the team has ensured that our programme has got off to a react start."*

Anne-Marie Lister, Employee Development Manager, ACCA

*"Clutterbuck Associates have been working with us over the past 18 months to successfully develop a BIS mentoring programme which achieved in excess of 50 successful partnerships. They always provide a professional service from delivering the mentor/mentee training through to the matching process and ongoing support."*

Sarah Stone, Learning and Development Team, Department for Business, Innovation & Skills



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