



ABOVE & BEYOND

Transforming the workforce. Transforming lives.

Coaching for Performance & Engagement

Service Offerings & Coaching Information

Attract

Engage

Retain

Develop

Transform

Who we are

The Above & Beyond Group is a collective of coaches and facilitators who share a common purpose. We have come together to support Aged & Community Services organisations to positively transform their workforce.

We believe that building a highly engaged workforce and developing effective leaders will transform an organisation, enabling it to thrive into the future.

We also know that having a fulfilling career can transform individuals' lives.

The butterfly is a symbol of the transformation that is possible for every one of us and our organisations.



Why Coaching?

Coaching is a collaborative and personalised process that facilitates new thinking to cause positive change...

It always has a desired outcome, an action plan and a commitment
Coaching is about change. This change can be at an intellectual, emotional and behavioural level

Coaching facilitates learning and new ways of thinking

It involves transforming learning into measurable results

The focus is on finding solutions and attaining goals

Individual

- Improved clarity and focus
- Greater motivation
- Career progression
- Improved relationships
- Enhanced interpersonal skills
- More effective leadership
- Increased resilience
- Enhanced self awareness
- Improved emotional intelligence and regulation

Team

- A defined common purpose
- Clear operational goals
- Increased team performance
- Focused energy
- Connecting to one another
- Stronger collaboration
- A higher level of accountability

Organisations

- Increased productivity
- Improved employee engagement
- Improved performance
- More effective service delivery
- Collaborative teamwork
- Improved talent options
- Positive culture
- Increased efficiency

Why Coaching?

Coaching is a collaborative and personalized process that facilitates new thinking to cause positive change...

Coaching works!

- ✓ It always has a desired outcome, an action plan and a commitment
- ✓ Coaching is about change. This change can be at an intellectual, emotional and behavioural level
- ✓ Coaching facilitates learning and new ways of thinking
- ✓ It involves transforming learning into measurable results
- ✓ The focus is on finding solutions and attaining goals

Benefits and outcomes




Individual

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- Increase emotional regulation
- Enhanced self awareness and Improved emotional intelligence

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- 



Our Services

Whatever your business need, our trusted advisors and coaches are here to support you. Please get in touch to discuss your specific requirements.



Our Services, continued



Executive Coaching

Our Executive Coaching is a partnership created with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential. Coaching is driven by the client and is deliberately distinct from other service professions, such as counseling, mentoring, consulting and training.

- The Executive Coach provides a **safe, structured, and trusted environment** in which to offer support for the individual.
- The Executive Coach will **agree the objectives** with the coaching client and will use a **variety of methods and tools** to help the client reflect, gain greater insight, set goals and plan for their achievement.
- Most often, coaching is offered in a package of sessions over a number of months.
- The Executive Coach will guide the coaching client to **agree an action plan** and will hold the coaching client accountable to their commitments.

What is discussed in a coaching session is **entirely confidential**. Sometimes the coaching client's manager will participate in an initial session to help define the required coaching outcomes. However, the Executive Coach will only feed back to the manager/organisation broad themes as agreed with the coaching client.

Our Services, continued

Leadership Coaching

A form of executive coaching to enable new, emerging or long-standing leaders to understand the requirements of the leadership role in relation to **leading self, others, purpose, business and change**. The Leadership Coach may use relevant assessment tools and coaching models to help the leader gain understanding and develop effective leadership strategies.

Emerging Leaders are often in positions where change is occurring, and they may already show developing capabilities to gain consistent results through self effort and others in their team.

They are easily recognised as having a personal and professional flexibility to work with ambiguity and complexity in our ever-changing organisational situations.

This program **develops next-generation leadership skills**, enabling your emerging leaders to become **supportive cultural beacons for change**. We ensure your leaders will walk away with **practical frameworks**, participate in robust discussions, and be inspired to create **actionable impact**.

Program overview can be tailored to your specific needs: Growth mindset, Emotional Intelligence, Building a personal brand, Change & Transitions, Aligning self with vision, Leadership confidence, Recognising how to influence, Tips to negotiate & coach, Interactive participant circle.



Our Services, continued



Set for Success

A support session series to optimise new employees to transition and embed into your organisation. The first 3-6 months in a new role are critical in determining the overall employee experience and their future success in the role. Sessions include setting clear expectations of deliverables and defining agreed measures of success from the outset, identify any personal and professional growth areas for the individual, and provide coaching on conducting effective performance development reviews for the line manager. **Research tells us** that focusing on employee's wellbeing and personal growth **optimises performance, motivation and engagement** at work and in all aspects of life.

If you are unable to offer extra \$ in the salary package, maybe consider investing in a 6 session Set for Success support series. This is a highly valuable investment for the organisation and individual alike.

Culture Coaching

A form of executive coaching focused primarily on **defining and transforming the culture of the organisation**. The coach may facilitate the organisation to define the behaviours that are expected in a person-centered culture, or an adaptive/agile culture. Diagnostic tools may be used to understand where the organisation is currently and articulate its desired culture, before defining the transformation program. The coach may work in collaboration with Executive Leaders and/or the Human Resources (HR) and/or Organisation Development (OD) team.

Our Services, continued

Change, Transitions, Acquisitions, Merger Coaching

Change is an inevitable part of any organisation in our current day. This program is for leaders who are facing or currently undergoing complex change and would like to have the support of a specialist coach to ensure they are **leading their people through the change** as best they can. This is an incredibly powerful tool for any leader and executive.

Coaching Cohorts

A form of coaching used with small groups, either of the same team, or of similar job titles, or a complete cross section of teams and positions. The focus is often on communication, interpersonal skills, working together, and culture. For example, the coach may facilitate the organisation to define the behaviours that are expected in a person-centered culture, or that are expected in their organisation's values. Self awareness and awareness of others are key components of this type of coaching.



Our Services, continued



Whole of Life / Mindset Coaching

Whole of life, mindset coaching coaches the person not the task. Using questions, insights and reflective enquiry, your coach will help you discover new ways of thinking and reveal your inner genius. This process enables you to **shift awareness and make critical choices** resulting in new actions that **achieve your desired outcomes**. Just as you can't tickle yourself, it's almost impossible to challenge your own thoughts – your brain won't let you – but your mindset coach can.

Whole of life coaching can be transformational. Give it a try!

Privately funded coaching

For individuals that have achieved good outcomes with coaching offered by their organisation and would like to continue with their development.

Our coaches offer privately funded affordable rates for self funding individuals so they can achieve their own **personal and professional goals**.

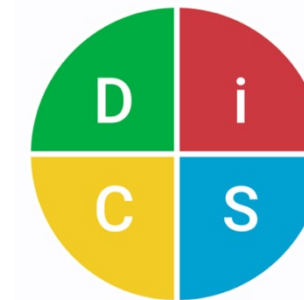
Reach out!! Our mindset, transformational coaches can help you uncover personal blocks and create new awareness' to help you thrive!!!

Our Diagnostic Tools

Data drives valuable insight and transformation to the individual, leader, team and organisation by shining a light on the opportunities at all of these levels. Our coaches are qualified in a range of diagnostic tools to support and ratify this transformation.



LEADERSHIP
CIRCLE PROFILE™



Life Styles Inventory™ 1 & 2
Group Styles Inventory™
LSI Conflict™



HERRMANN BRAIN
DOMINANCE INSTRUMENT®



Ask us about these tools and how they can help your organisation reach it's workforce and leadership goals!

Meet our Coaches

Arlene Quinn

Coaching Experience

Arlene has more than 2000 hours of coaching experience with more than 210 clients over a period of 20 years and brings her blend of work life experiences, tertiary health professional, teaching, and business qualifications in her coaching work. Arlene is regularly engaged to offer performance and targeted interpersonal skill coaching and mentoring in the work-place and community.

She has studied people to people communication, obtaining a Masters of Commerce (with distinction) and other tertiary qualifications in adult learning, human resource development and social dimensions of health.

Coaching Specialty Areas

Arlene's specialty areas are with people who undertake leadership roles for the first time or obtain promotional positions at Executive or Senior Manager Level.

She provides 1:1 and group coaching using her skills in performance and transformative leadership coaching. She is often sought out for her understanding of the legislative, political and environmental landscapes that exist in complex organisations and her qualities as a networker to support new leaders.

Coaching Philosophy

Arlene uses assessment results to work with her clients by establishing their key areas for development. She has an intuitive eclectic style developed over many years of coaching that offers value based coaching conversations to support the coachee's decision to change. She works to rebuild their vision in many ways. She sees the coaching space as a confidential and safe place for leaders and managers to explore and practice new roles; approaches and empowering language arising out of the coaching process.

She is often described as an enabler to support people to tap more into their emotional and neurological states around transition and change and to see areas where wellbeing and authenticity in their work or life could be improved.

Whether this is planning to meet increased targets, promote departments or re-engineering processes for service excellence, her clients are encouraged to observe the behavioural changes arising out of the coaching process to empower and develop not only themselves, but others on their team. Her way of being is to have everyone she works with learn how to "live life lightly".

Assessment Certified to Deliver

- Certification in The Leadership Circle Profile Profile™ 360 degree Leader (LCP) and Manager (LCPME) and the Leadership Culture Survey assessments
- Licensed practitioner/coach in The Why of you Powered by PRINT®, a breakthrough model of human motivation and behaviour
- Certified Herrmann Brain Dominance Instrument: Whole Brain Thinking .
- Certification in CILCA (Care Industry Leadership Capability Assessment) since 2019

Qualifications & Awards

- Narrative Coaching Enhanced Practitioner (2018): Dr David Drake.
- Certificate IV in Training and Assessment (2009) and added LLN (2014)
- Ontological Coaching in Action – Alan Sieler, Newfield Institute (June 2013)
- Coach U refresher units (2007-2011),
Pro Coach 6/12 refresher units 2020-2021
- Coach U Certified Graduate awarded Sept (2005)

ICF Credentials

First WA credentialed Associate Coach with the International Coach Federation (ICF 2003)

Professionally Certified Coach (PCC) in 2007 and renewed to 2023.

Held role of WA (President, Treasurer, and Membership) and Director of Coaches ICF Australasia

Currently she is part of a dynamic Professional Standards Team.



Anabelle May

Coaching Experience & Specialty Areas

Anabelle is a transition, transformative, whole of life and leadership coach with over 35 experience in the fields of paramedical sciences, health, and disability. Her management and leadership experience includes leading small teams in laboratory medicine, the State public service, and the disability not for profit sector. These roles including recent Board of Management positions have allowed her to develop an acute awareness of the challenges facing staff, managers, and leaders working in agile environments.

Coaching Philosophy

Passionate about empowering people to be their best, enabling them to embrace change and to see opportunities for growth within and beyond every challenge.

She is described as having a collaborative, respectful and supportive coaching style that encourages clients to engage in reflective dialogue leading to exploration and profound learning, including the development of desired behaviours and performance performance. Anabelle assists individuals communication, negotiation, and conflict resolution skills when transitioning from technical experts into management and leadership roles.

She thrives on helping organisations increase the capacity to work collaboratively both internally and externally and support organisations to design services meet the needs of stakeholders using codesign/coproduction methodology.

She can develop organisations to thrive, by embracing diversity and including people from a range of backgrounds to enhance their organisational performance and culture.

Anabelle is particularly experienced in:

- dealing with change and transition through various phases of work and life
- motivating women from culturally and linguistically diverse backgrounds to challenge assumptions and to become empowered within themselves
- promoting cultural, and where necessary spiritual, diversity in the workplace
- helping to increase team building and leadership skills
- pursuing continuous personal and professional growth, focusing on continuous improvement, quality, and clinical governance
- being purposely strategic, engaging in systems thinking and co-design

Assessments Certified to Deliver

- Certification in Leadership Culture Survey assessments CILCA360 (Care Industry Leadership Capability Assessment) & HILCA360 (Health Industry Capability Assessment)

Qualifications

- Bachelor of Science with Honours
- Post Graduate Diploma in Primary Health Care
- Leading 100 Participant hosted by WA Department of Health
- Diploma in Mentoring Coaching & Interpersonal Facilitation
- Certificate IV in in Disability (2016)

ICF Credentials

- An ICF accredited coach working towards Associate Credentials



Bernadette Durrell

Coaching Experience & Specialty Areas

Bernadette draws on her 30 years of experience and knowledge as a leader to help individuals and organisations understand leaders pressure points. She works with leaders to take action to reduce them. She has worked with not for profits, Local and Federal Governments, small and large businesses.

Clients at all levels of leadership benefit from Bernadette's input to address gaps in the soft and hard skills of leadership through coaching, mentoring, training, and facilitation. These include but are not limited to, self-awareness, goal setting, time management, personal and corporate values, and change management.

An area of specific focus for Bernadette is wellbeing and its impact on leaders and their teams. Burnout is increasing and supporting leaders to identify where they are on the wellbeing continuum opens the way to change and optimise energy, productivity and performance for the individual and their team. This is an area that has become even more important because of the recent COVID 19 challenges.

Her greatest strengths are the ability to look at issues from a systemic and personal perspective, building rapport, and empathy while encouraging critical feedback to support change.

Coaching Philosophy

Bernadette provides a non-judgemental, safe space for clients to explore their challenges and get clarity about where to channel their time and energy.

Valuing the uniqueness of each client, Bernadette works from the perspective that the client has resources and experiences that can be used to support their growth and development. Bernadette's role is to offer questions and insights using a variety of coaching and leadership models that enable the client to shift their perspective, gain new knowledge and consider different ways to approach a situation.

Bernadette works with clients at all levels of leadership and what inspires her is when her clients experience that 'Aha' moment or she sees the subtle shift in body language that indicates a change has occurred.

Assessments Certified to Deliver

- CILCA360 (Care Industry Leadership Capability Assessment)
- Extended DISC
- Global Leadership Wellbeing Survey

Qualifications

- Bachelor of Science (Nursing)
- Graduate Diploma Human Services (Counselling)
- Master of Business Leadership
- Credentialed Practitioner of Coaching (ICG)
- Certificate IV Training and Assessment

ICF Credentials

Member of International Coach Federation



Kane Draper

Coaching Experience & Specialty areas

Kane started in the aged care industry back in 2007 and has never left. He has worked throughout the years across public and private entities – specifically in allied health and supporting aged care funding and compliance. He found his passion in now owning two businesses in the sector; one an aged care specific optometry organisation and the other with a focus on upskilling, educating and supporting care staff training through immersive learning technology.

His unique ability to bring the corporate world into the aged care sector and train individuals/teams on the tried and tested methods that will help to drive, ambitious strong leaders in our industry is what sets him apart from many industry trainers. His theory is centred around 'leading from the back' – ensuring that we are in-the-trenches with our people – nurturing, empowering and giving them the tools to drive your aged care organisation toward future success.

Coaching Philosophy

Growing individuals and businesses is Kane's absolute life passion. 15 years of business development and mindset coaching roles has allowed him to discover what separates the best from the absolute elite. He now transfers this knowledge through workshops and a personal blog with more than 60,000 followers. Further to that, Kane is also a published Amazon best-selling author (*Win the Morning Win the Day*) and delivers motivational keynotes in Australia and globally. Recently ranked in the *The Sellizer* Top 100 business influencers to watch in 2022, Kane aims to support your business through equal parts of mindset development and strategy execution.

Kane's coaching philosophy lies in bringing tools to your team which will help influence and navigate difficult conversations, conflict and build the skills to effectively manage many stakeholders at the one time. He was the CEO Magazine National Business Development Manager of the Year Australasia in 2017, 3 x BRW Fast 100 Business Awards (2015/2016/2017) and 4 x Smart50 Business Awards (2015/2016/2017/2018).

Assessments Certified to Deliver

- Certified in CILCA, HILCA, CISCA Care and Health industry standards tools
- Certified DISC Coach
- NLP Endorsed Trainer

Qualifications & Awards

- Bachelor of Health Science Medicine (Hons)
- Master of Business Administration UNSW
- Amazon best-selling author
- Business "The Entourage" monthly panelist and news.com.au columnist



Karen Dorrington

Coaching Experience & Specialty areas

Karen is a Leadership, Performance & Executive Coach and your all-rounder seasoned HR Professional, Change and Culture Specialist. She provides coaching for individuals, leaders & executives looking to level up, working through transitions or simply wanting to unleash their best.

She has a knack of balancing strategy and execution with ease. She knows deeply the nuances with working with complex and large organisations and brings to the table a level of understanding from baseline operations through to senior executive level.

Karen can hold the space for you to do some great thinking whilst working with you on a deeper level to remove any speedbumps holding you or the process back. She does this through holding a strong understanding in positive psychology methods, neurological, biochemical, thinking and speaking styles and their impact on emotional on behavioural outcomes.

Karen has a successful track record of coaching in the space of executive leadership teams, directors, CEO's, emerging leaders as well as life, communication skills, conflict, resilience and mindset coaching.

Coaching Philosophy

Karen takes a supportive, no judgement, fully confidential, safe space, whole of life approach to coaching, recognizing that all facets of life and work are interdependent and require balance to be in full flow. She thrives on asking those quality questions that provide those 'Aha' moments to her coachee's for their accelerated growth.

As a big believer in utilizing feedback tools to enhance the self-awareness and transformation process, Karen takes a strengths-based approach with her clients and loves to help people connect to their purpose and values to optimise life satisfaction and performance.

Whatever the plan is, acquisitions, transitions, process or people change, setting your new starters up for success, implementations or accelerating career pathways, your collaborative partnership with Karen will assist you in enhancing any solution and attaining your personal and professional goals.

Assessments Certified to Deliver

- Certified in Humans Synergistics LSI 1 Self Assessment & 2 360-degree feedback, Group Styles Inventory, Conflict Styles.
- Certified in CILCA, HILCA, CISCA Care and Health industry standards tools

Qualifications & Awards

- Current Student of Psychodynamic Psychotherapy Diploma @ ECU
- Post Graduate Certificate in Human Resources @ ECU (Top 5%) 2006
- ADKAR Change Management Methodology 2008
- Executive & Organisational Coaching Qualified 2018

ICF Credentials

- Member of International Coaching Federation



Pricing

Modes of delivery	Item	Fees*	Comment
Coaching	Individual Coaching Series 6 sessions	\$2,100	Revised rate for bulk coaching packages
	Individual Coaching 3 sessions	\$1,100	
	Individual Coaching 1 session	\$375	
	Coaching Cohorts up to 6 people (2.5 hr. session)	\$750	Online coaching available at a revised rate

*All prices above exclude GST
Prices from Jan 2022

Want to add a diagnostic tool to the coaching experience?
Talk to us to find out which tools can best suit your needs.



Want to find out more?

Workforce solutions to transform organisations into Employers of Choice

Speak with your dedicated Coach or Laura Sutherland about your coaching needs.

Additional services The Above & Beyond Group can offer to help with your workforce goals include:

- Workforce Planning
- Assessment Tools
- Leadership & Culture Programs
- Workshops
- HR Solutions & Strategy



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Laura Sutherland

Founder & Director

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