

indigo

Selecting an Indigo Coach.

Who we are.

Indigo Talent Development Ltd was established in 2015. Growth has been successful and continued year on year.

This year we have created a working Co-operative of partners¹. Partners with whom we already had working relationships, but who (importantly) bring different specialisms to our clients and us to theirs.

This enables us to bring individual experts together - in the spirit of the whole being greater than the sum of its parts - to create a unique and exciting offering to our clients by playing to our individual strengths, working collaboratively.

Our values

Trust. Integrity. Honesty. Courage.

Our beliefs

Doing a great job. Speaking up and out. Treating others as equals. Walking the talk.

Our behaviours

Role modelling high levels of leadership Emotional Intelligence² across the 10 competencies of: Self-knowing, self-confidence, self-control, self-reliance, relationship skills, empathy, optimism, adaptability, straightforwardness and self-actualisation.



Hilary McLellan
Founder & Director



Hilary McLellan.

Hilary's clients work with her because they want performance improvement through increased self awareness, resilience and energy. Her coaching approach provides the key ingredients of support, encouragement and fair (but firm) challenge upon the mental models, perceptions and experiences that influence us all.

Such fair but firm challenge, in a confidential setting, can be hard to find for leaders who are in senior roles and arguably ever more isolated from receiving safe but open and honest challenge.

Hilary adopts a style of coaching that, by using questioning and challenge, encourages clients to explore and develop their own solutions to the challenges they face.

She creates trust and rapport so clients can explore, discover and be curious about how their values, beliefs and behavioural patterns can bring about the best solutions and experiences for themselves, their teams and their customers.

Background and Coaching Experience

Hilary has over 25 years' experience in Senior HR and L&D roles in the public and private sectors, with both UK and Global scope.

Leading re-organisations and down-sizing programmes triggered her interest in how people are motivated and maintain resilience at work, especially through periods of ambiguity, pace and pressure. It was this experience that prompted her to go back into education in 2011, obtain her MSc and create Indigo.

Hilary is an expert in Emotional Intelligence, running x3 day accreditation programmes for exec. coaches from around the world. Her experience of team coaching makes up a large part of the Indigo offering and she is currently running team coaching programmes with x4 Executive Leadership Teams across HS2 and Network Rail.

Expertise

Self Confidence
Emotional Intelligence.
Developing relationships.
Leading change.
Resilience.

Qualifications

MSc in Organisational Behaviour - Thesis subject: Resilience (City of London University).

ILM 7 Exec Leadership Coaching and Mentoring.

FCIPD – Post Grad Diploma in HR Mgt.

Team Coaching – Wisdom 8.

Qualified practitioner in the psychometrics:

- Emotional Intelligence (RocheMartin Emotional Capital)
- MTQ48 (Mental Toughness)
- Korn Ferry Assessment of Leadership Potential
- Saville Consulting Wave Leadership
- Strengthscope (Strengthpartnership)
- AEM-Cube Team Dynamics (Human Insight)

Recent Clients

Network Rail, MTR (Corporation) Cross Rail Ltd, HS2, Bilfinger, Securitas, Highways England, Open Reach.

Why we're different

We know that our busy and pressurised clients find it difficult to develop their calm, capable, best self between face to face coaching sessions.

We have designed a unique online coaching intervention at www.yvmtrainer.com for every client to access between coaching sessions.

Offering a library of 6 minute audios and 360 videos, our clients combine their sight and sound choice for mind training.

While this mind training is available on all devices as an Indigo client you will receive a VR Headset as part of your coaching package for a full immersive experience whenever and wherever you are.

Scientifically proven to:

- Boost energy and mood
- Improve task performance
- Improve innovation and creativity in problem solving

After only SIX minutes.



Our approach.

Some prospective coaching clients have had coaching before and have a clear idea of what they want from a Coach, what their coaching goals are and equally, what might get in the way of them achieving their goal.

Others may not have had coaching before and may need an introduction to just understand what Coaching is and how it differs from Mentoring.

It is important to us that any client whatever their experience of coaching, are allowed time, opportunity and support in seeking answers to all their questions before deciding upon who the best person is to coach them.

We follow 5 simple and clear steps:

- 1 The first step is for us to provide a minimum of 2 Bios for Indigo Coaches that the client can consider.

If the client feels the Bios provide the experience and skills that could help them with their coaching goal/s, a 45 minute 'chemistry meeting' is mutually agreed between the client and the selected Coach/s. A client may want to meet with one or all three of the coaches. They are usually held over the phone or Skype. There is no charge for these meetings.

- 2 During the chemistry meetings the Coach will answer any questions the client has and will also ask questions of the client.

There are three key reasons for the chemistry meeting:

- to see how the client feels they will get along with the Coach eg. Does the coach allow them to feel comfortable, confident and trusting?
- to understand something about the client's coaching goal and explore the techniques the Coach might use to help the client achieve their goal.
- to talk through the practicalities of how the coaching will take place eg. The number of and length of sessions, over what period, the method of communication (Skype/zoom/phone etc). All these details are included in a Coaching Contract (Appendix One).

- 3 At the end of the chemistry meetings the client can have time to and consider if this Coach feels right for them and if they want to proceed.

- 4 The client notifies Hilary McLellan at Indigo of their choice of coach and upon the raising of a Purchase Order, or payment of our invoice, the first coaching session can be arranged.

Where one coach is asked to work with more than x1 client in a single organisation; we are willing to work flexibly with the organisation to 'group' coaching appointments.

NB: No more than x3 coaching sessions will be delivered in one day.

- 5 If psychometric assessment is agreed to be a helpful tool, Indigo can provide personality (16pf), Strengths (Strengthscope) and Emotional Intelligence (RocheMartin Emotional Capital Report 360). These are offered at cost price in addition to the coaching fee.

Fees

An Executive Coaching package consists of:

- 9 hours of coaching (usually six 1.5 hr sessions over 6-12 months)
- Coaching sessions that can take place face to face or via Skype/Zoom or phone, whichever is most convenient or cost effective.
- Support by email or phone between sessions as required.
- One agreed psychometric profiling report.
- Annual subscription to www.yvmtrainer.com
- VR headset to experience Mind Trainer work
- Evaluation and feedback at the end of each session.
- Progress review at 3rd session.

Cost of each individual Executive Coaching package (depending on sector) is £4,750. Plus VAT @ 20%.

Terms and conditions of payment

Payment for the full amount is requested before the coaching commences. The sessions are then drawn down over the agreed 6-12 period.

Coaching agreement.

The scope of the coaching package will comprise the preparation, delivery and follow up of six one and a half hour coaching sessions over a period of 6 but no more than 12 months.

It will include 'ad hoc' telephone and e-mail support between each session as required.

At the end of this period a formal review will be carried out to measure success and agree next steps.

Insert Client Name

This agreement will begin on: Insert Date

Goals	Success	Stakeholders
The business and personal goals, which will be the focus of the coaching partnership, will be:	The success of this coaching partnership will be measured by:	The organisational stakeholders to be consulted when identifying objectives, reviewing progress and to be kept informed on results are:
Goal 1	Success Criteria 1	Stakeholder 1
Goal 2 etc	Success Criteria 2 etc	Stakeholder 2 etc.

Coaching Q&As.

What's Fundamental to Indigo's style of coaching?

The coach will build rapport and trust with the client using the traditional coaching skills of listening, asking powerful questions, adopting a non-judgmental stance and exploring the root causes of behaviour from an intellectual and emotional perspective. The coach will also challenge the coachee using the FACTS coaching approach as documented in the book 'Challenging Coaching'.

The coach will use a variety of tools and techniques drawn from psychological models such as transactional analysis, systems thinking, Gestalt coaching at work and Emotional Intelligence. However, these will be balanced with reference to business best practice and experience drawn from the coach's commercial experience.

How confidential will the content of the sessions be?

All information provided to the coach by the coachee will be kept strictly confidential unless mutually agreed in advance with all parties ie. a tripartite approach to the coaching goals including a line manager.

The coach is qualified at Masters Level by the Institute of Learning and Management (ILM) and abides by the ethical and professional standards of the Association for Coaching. A copy of the Association for Coaching code of ethics and competence framework is available on request.

What if this coaching relationship doesn't work?

If either party believes this coaching partnership is not working as desired, they will communicate this to the other and act to rectify this. Refunds will not be given unless it can be demonstrated that the coach has not maintained the ethical standards laid down by the Association for Coaching.

What if I have / need to cancel a session?

The coachee and the coach agree to provide one another with a minimum of three working days' notice in the event it is necessary to reschedule a session for any reason other than unforeseen health or personal circumstances.

Should the coachee not provide this notice, full charge for the cancelled session will be applied.

Sessions start from the scheduled time and any time lost due to lateness on the part of the coachee will mean that the time may be forfeited. Beyond 15 minutes the entire session may be forfeited. Equally, should the coach be late or unable to deliver the session at short notice then the session will be re-scheduled, and an additional free half hour coaching session offered as compensation.

What if this coaching relationship doesn't work?

- 9 hours of coaching (usually six 1.5 hr sessions over 6-12 months)
- Coaching sessions that can take place face to face or via Skype/Zoom or phone – whichever is most convenient or cost effective by arrangement.
- Support by email or phone between sessions as required.
- One agreed psychometric profiling report.
- Evaluation and feedback at the end of each session.
- Progress review at 3rd session.
- What are the terms and conditions of payment?
- Payment for the full amount is requested before the coaching commences. The sessions are then drawn down over the agreed 6-12 period.

How do I confirm my acceptance of this contract?

Once you have selected your Coach. This contract will form part of the first coaching session. An exchange of e-mails containing this agreement and any feedback/comments from the client, sponsor and coach shall be taken as indicating full understanding of - and agreement with - the information above.

Our team.

A co-operative model where the whole is greater than the sum of the parts.



Hilary McLellan

Founder & Director

MSc Organisational Behaviourist, Team and Executive Coach



Hugo Simpson

Verbal Communications Expert and Coach



Alix Nadelman

Programme Designer and Professional Coach



Dr Ashleigh McLellan

Clinical Psychologist
Specialising in Wellbeing



Dr Keith Schofield

Executive MBA Prog.
Director Aston University and
Chartered Psychologist



Scotty Johnson

Making Learning 'Stick'
Expert and Coach



indigo

You. Your team. Recentred.