



talking about... jacqui chaplin

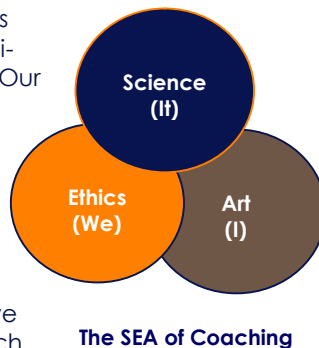


... designing better relationships for better outcomes

Our vision is to help people within organisations achieve better outcomes by improving their relationships with others. Our approach is based on a model that distinguishes organisational effectiveness as being driven by the quality of the relationships and conversations that make up that organisation. The better the relationships and conversations, the more effective the organisation. Conversely, poor relationships lead to a lack of conversations or poor quality conversations with a negative impact on organisational outcomes. These impacts can be seen at all levels of an organisation with the greatest impact being seen when organisational leaders are not able to effectively engage and relate to those within their organisation.

We aim to achieve our vision through a coaching approach directed at developing excellence in individuals in the domains of leadership, well being and building effective relationships.

Our coaching methodology can be seen as what we term the SEA of Coaching—the Science, Ethics and Art of coaching practice. Our science is based in a broad range of recent innovations in disciplines as diverse as philosophy, philosophy of language, cognitive biology and social sciences. Brought together, they provide a powerful and unique way of observing and intervening with human beings in the domains of language, emotion and body. We firmly believe that no other coaching approach offers such a broad spectrum for intervention.



As members of the International Coach Federation, our Coaches are committed to the ICF's ethical principles. Our ethical focus is always on maintaining respect, care and client confidentiality. We pride ourselves on this.

The artistry of coaching lies within each individual coach and comes from our experience and wisdom in observing how people engage in living and being able to intervene in a way that is respectful, yet sometimes confronting.

We view success as a Coach in terms of the difference made for clients in the organisational context within which they work and just as importantly in the difference it can bring to their life in general. Our coaching work is aimed at providing our clients with specific outcomes as they relate to the coaching assignment and, in addition, we seek to have our clients learn how to coach themselves. This provides her or she with benefits well beyond the coaching relationship.

Coaching involves two key skills — effectively interpreting the human condition and conversational skill to take people from confusion to effective action. Clients working with our Coaches can expect to experience these skills and develop them for their own gain, not just in an organisational setting but in all domains of their lives.

Jacqui is a director of Talking About Pty Ltd and has been involved in the coaching field since 1998.



She previously worked with Gaia Consulting Group for over four years before forming Talking About with Chris Chittenden in 2004.

She has over 1000 hours of coaching experience with both individuals and groups, including providing executive coaching to multi-national clients.

Jacqui specialises in executive and leadership coaching, and is involved in coach training in internal business settings. She also supervises students in TA's program for training coaches.

She is a graduate of Newfield Australia's Diploma of Ontological Coaching, holds an Executive Diploma of Business Leadership Coaching and is a member of the International Coach Federation. She has completed a Master of Business Administration and is also qualified to administer the Human Synergistics' Organisational Culture and Effectiveness Inventories, the Lifestyles Inventory, Groups Styles Inventory, CoACH tool, and the Leadership/Impact program. She also holds a Diploma in Training and Assessment Systems (Cert IV).

Her clients include ExxonMobil, CSL Limited, Cochlear, Westpac, Country Fire Authority, Sensis, TXU Australia, RMIT University and the Royal District Nursing Service.

She is available for professional speaking engagements in the areas of leadership, well being and networking. In 2004 she co-authored and self-published her first book, Infomaniac, which is available on CD-ROM through Talking About.

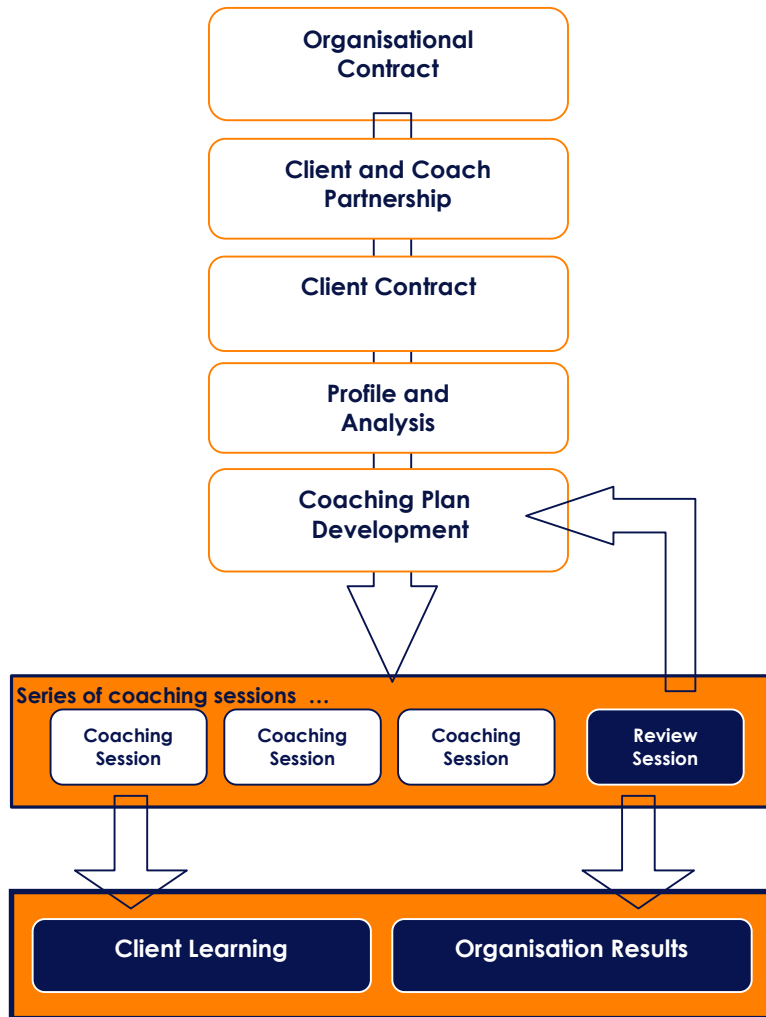
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Our Coaching Process



The Coaching Experience

The value of coaching lies in a learning experience that is tailored to meet each specific individual's requirements.

We have a coaching process, which has value in both its rigour and its flexibility. Depending on the circumstances, we favour a three way coaching relationship that involves the Coach, the Client (Coachee) and a Sponsor. The Sponsor is someone who has the organization's interest at heart but can also provide ongoing feedback to the Client thereby enhancing their learning experience.

We begin with conversations to explore what outcomes the organisation and the Client is seeking and what is required to achieve those outcomes. This is often done with a Client's Sponsor, who will support them day to day in achieving their goals. This goal setting stage is followed by a series of coaching conversations, aimed at the Client's development and successfully achieving the desired personal and organisational outcomes.

These conversations focus on developing the client's skills in observing and influencing others through higher conversational competence and emotional leadership. In many ways, the Client learns how to coach themselves and others.

Regular review conversations involving the Coach, Client and Sponsor ensure the Client's learning and development stays on track and new directions are not overlooked.

What People Say About Jacqui's Work:

"Jacqui, I would like to offer some feedback on the coaching you have provided for us over the past year. The individual's attitude has improved markedly as a consequence of the sessions you have conducted with him. His general demeanor has improved, with this having a positive impact on his relationships with his fellow workers. The coaching has been of considerable value both to him personally and to our company as his employer."

"Jacqui's coaching has helped with focusing on my role as a leader. It has firmly planted in my mind the importance of the type of impressions we need to give people such as the type of conversations to have, so that they are able to perform the way we need them to."

The coaching has highlighted areas that I need to be more effective in and has encouraged me to break down some long held personal perceptions that I considered important.

I feel that I am better equipped to deal with my peers and team as a result of the program.

The personal development side of the program has been very useful and a good foundation."

" It [the coaching] will give me more confidence in the way in which I tackle lots of situations and it will make me be more aware of need to treat people appropriately and not use language or behaviour which undermines their dignity"

"...I really appreciated the extra stuff - the follow up calls, additional materials and papers. ...somehow always managing to learn from whatever was going on and understanding how a different approach might work. I think that's the main reason why I was often quite successful in putting into practice what I was learning - it was topical, relevant and very practical!"

The coaching will help me to be more frank and open about the problems I am facing, yet still respecting the dignity of others.

... Thanks again for everything."

"Jacqui handled difficult subjects during our sessions very well. I enjoyed working with Jacqui even when it got tough!"

"Jacqui was sensitive, friendly, aware and effective!"