



# INFORMATION PACK

A SELECTION OF OUR POPULAR  
COURSES

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# FIND WITHIN

PLEASE FIND ENCLOSED A SELECTION OF OUR  
150+ COURSES

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# ABOUT COACHIO



## A LITTLE BIT ABOUT OUR COMPANY

At Coachio Group we help to create Remarkable Organisations with Exceptional People.

Remarkable Organisations Strive for greatness and are prepared to Release, Reset and Reboot, taking action towards an Aspirational Purpose. This is the reason they exist, inspiring and enabling Exceptional People and teams to align actions and behaviours and do their best work every day.

These organisations are responsive to the need for internal changes as external forces apply pressure. They communicate transparently so people can make the best decisions, building trust and allowing ideas to flow and people to grow, as the organisation maintains its focus on Value Creation.

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## METHODOLOGY

Through collaboration we help create Remarkable Organisations with Exceptional People. Using design thinking, brain science, experience and proven techniques, we design programs of work that deliver on actual needs, ensuring learning is reinforced and retained, opportunities for improvement are effectively implemented and sustained and expected benefits are realised.

## PHILOSOPHY

Our philosophy is simple; we focus on the people who produce the results, not just the results themselves. This enables us to determine how best to achieve sustainable outcomes that really add value to your organisation. By having this focus we also look at your work processes, leadership and workplace culture to ensure that everything is in place to be a Remarkable Organisation with Exceptional People.

# OUR SERVICES

## WHAT WE CAN DO FOR YOU



### **TRAINING & EDUCATION**

WE PROVIDE A RANGE OF COURSES AND PROGRAMMES TO SUITS CLIENTS' NEEDS.



### **CONSULTING**

OUR CONSULTANTS CAN PROVIDE SUPPORT IN A VARIETY OF AREAS.



### **COACHING**

OUR QUALIFIED COACHES ARE HERE TO SUPPORT YOUR TEAM TO BE THE BEST THEY CAN BE.

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# NZ CERTIFICATE IN BUSINESS

## INTRODUCTION TO TEAM LEADERSHIP (LEVEL 3)

Enrol on the Coachio Leadership Level 3 programme, and learn first hand how to convert your skills into leadership abilities you can apply to any team. Through a series of interactive workplace centred modules, you will apply this knowledge into real ways of raising team performance and improving your workplace. Use the course modules to make a real change to how you and your team operates.

In this programme you will cover over seven modules:

### MODULE 1

The skills needed to be a leader. Including: Running effective project meetings, achieving these goals, and making problem-solving models to break down barriers to achieving these goals, making informed and effective decisions.

### MODULE 2

Managing project and on the job problem solving. Including: The steps to planning a project, good task allocation, realistic time planning, and effective ways to get everyone on board in a project.

### MODULE 3

Developing the best team for the job. Including: Understanding team dynamics and how teams work, making the most of strengths within the team, leadership styles and understanding the team's role in achieving the goal

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## OPEN ENTRY

**THIS PROGRAMME LINKS TO UNIT STANDARDS 29041, 29042, 29043.**



### **MODULE 4**

Getting your message across daily - being a leadership communicator. Including: Role modelling, great leadership communication skills, breaking down communication barriers for the best effect and converting conflict into better ways to work.

### **MODULE 5**

Making the most of time as a resource including: Understanding how time can be used to achieve team goals, using time techniques to maximise the time you have, and understanding how a project considers time.

### **MODULE 6**

Effective reporting in a leadership role. Including: Preparing to report on projects and in leadership meetings, presenting key facts to project meetings in a leadership role, and effectively summarising facts in a leadership role.

### **MODULE 7**

Powerful and clear presentations as a leader. Including: Effective ways to present your successes, and convey key information to achieve your team goals. Real tips and techniques will prepare you to present to the other trainees and key stakeholders the ideas you have on raising the performance of your team. This is the last of seven modules to show the progress you have made.

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# NZ CERTIFICATE IN BUSINESS

## FIRST LINE MANAGEMENT (LEVEL 4)

This qualification programme gives you the tools to lead and manage your team and its workflows.

Enrol on the Coachio Leadership Level 4 programme, and learn first-hand how to improve your leadership behaviours. Your trainer will apply workplace scenarios to leadership situations, so you can manage workflows, and raise team performance. Over seven modules you will cover:

### MODULE 1

Becoming an inspiring leader. Including: Understanding and adapting your leadership style in different environments; recognising, strengthening and developing your team members; core motivational strategies for your team, and leading effective team meetings.

### Module 2

Achieving success as a team. Including: Understanding your company and team goals; project management and effective goal setting, and task delegation.



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## OPEN ENTRY

### THIS PROGRAMME LINKS TO UNIT STANDARDS 29039 AND 29040



#### MODULE 4

Being a reflective leader. Including: Critical listening skills as a leader; receiving feedback and setting good feedback parameters, and the core values of leadership required to be ethically, socially and culturally appropriate.

#### MODULE 5

Utilising diversity as a leader. Including: Ways to build on team diversity to manage workflows and achieve company goals, and real ways to manage and lead teams through difficult times.

#### MODULE 6

Leadership and strong reporting skills. Including: Understanding how to command action in the written word, and report effectively on managing workflows and team projects.

#### MODULE 7

Powerful and clear presentations as a leader. Including: Effective ways to present your team workflow outcomes. Real tips and techniques will prepare you to present to the other trainees and key stakeholders the workflow improvement project you have completed in this programme.



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# AMAZING CUSTOMER EXPERIENCE

## ONE DAY WORKSHOP

The 'Amaze Customer Experience' 1-day workshop has been successfully delivered over the last 10 years to many globally recognised organisations throughout the UK, Europe and the Middle East.

The workshop looks at all types of customers and how we can serve them better and improve ourselves in the process. Participants will learn the skills they need to deliver amazing customer service.

## THE IMPORTANCE OF CUSTOMER CARE

- Why excellent customer service benefits all sections of Stakeholder Model (customer/people/shareholder)
- Brand – what does your brand represent, what are your business values, 'you are your brand'
- Share stories of good & bad service, pick out key points
- Explore difference between transactional & relational service –the four approaches to customer service
- Putting the customer at the heart of everything, importance of being customer centric, 'people buy people.'
- Map of the world – understanding different customers
- Know your customer/every customer is unique

**DEVELOPED BY OUR PARTNERS, AMAZE TRAINING FROM THE UK, THIS WORKSHOP WILL GIVE YOUR TEAMS THE SKILLS THEY NEED TO DELIVER AMAZING CUSTOMER SERVICE.**

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## CUSTOMER SERVICE EXCELLENCE

- Customer service/sales cycle, give the best customer service
- Making a fantastic first impression
- Personal Impact - (body language, tone of voice, use of positive/above the line language)
- Rapport Building
- Empathy, Trust, Emotional Intelligence - why important

## AMAZING COMMUNICATION SKILLS

- Questioning Skills - asking the right questions to understand a customer's needs (including exercise). Looking at open questions
- TED (tell, explain, describe) model of questioning, funnel technique and human/business model of questioning
- Listening skills - difference between active & passive listening (including listening quiz)
- Free information - what it is, how it is important
- UCOW! (using customers' own words)

## CUSTOMER PERSONALITY TYPE

- Exploring the four different customer personality types (driver, analytical, amiable, expressive) and how understanding your own and a customer's preferred style can improve relationships and strengthen rapport.

**AMAZE HAS WORKED WITH  
MANY GLOBALLY  
RECOGNISED  
ORGANISATIONS  
INCLUDING  
HEINEKEN, BURJ AL ARAB,  
ATOM BANK,  
JUMERIAH HOTELS,  
SANTANDER, BUPA, FIRST  
DIRECT, DNATA AND HSBC**





# SHORT COURSES

The short courses offer a large range of soft work skills designed to meet your requirements. These are suited to develop your staff and leaders

## COURSES

### MIX AND MATCH THE COURSES YOU NEED

- Hazard & Risk Identification ½ Day\*
- Risk Management ½ Day\*
- Event Reporting and Investigation (one day)\*
- Ergonomics
- Stress & Workplace Bullying
- Wellbeing
- Worker Engagement
- ACC & Rehabilitation
- Safety Coaching
- Dealing with Conflict
- Health & Safety Committees
- Auditing
- Effective Communication
- Safety Behaviours
- Effects of Fatigue & Drugs & Alcohol
- Risk Management (one day)
- Worker Engagement
- Mentoring
- Influencing
- Emotional Intelligence
- Managing expectations

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# SAFETY BY DESIGN

## ONE DAY WORKSHOP ONLINE OR FACE TO FACE

### WHAT IS SAFETY BY DESIGN?

- Symberszki chart of Influence over a product's lifestyle
- Key principles
- A capable team
- A lifecycle approach
- Understanding the SID principles

### CONTENT INCLUDED:

- Duties of a PCBU
- People who may be affected by a PCBU's work
- Eliminating and minimizing risk -(ALARP)
- Your duties as a designer of a PCBU
- Roles and responsibilities in Safety by Design

### DESIGN STAGES

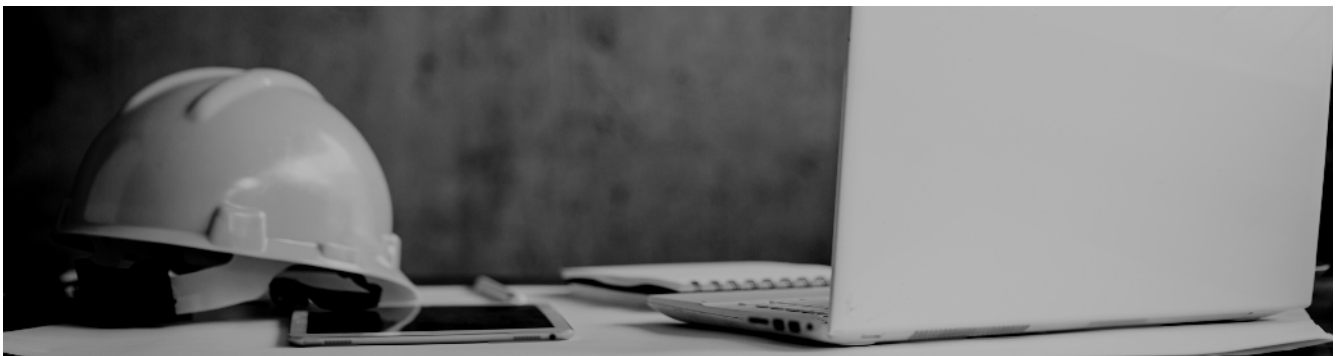
- Understand
- Identify
- Analyse
- Evaluate
- Communicate

### DESIGN CONSIDERATIONS

- Human Error
- Designing plant which is safe to use
- User Characteristics
- Emergency response
- Computers
- Maintenance
- Environmental Conditions
- Erecting and installing plant
- Reasonable foreseeable misuse

### HAZOP AND HOW IT RELATES TO SAFETY BY DESIGN

- Examples of Hazards and Risks
- Control measures



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# HEALTH & SAFETY REPRESENTATIVES TRAINING

## STAGE 1

**TWO DAY COURSE**

**US 29315 LEVEL 3 CREDITS 2**

### BROAD LEARNING OBJECTIVES

- Identify the importance of health and safety in New Zealand.
- Identify and explain New Zealand health and safety legislation and WorkSafe's role
- Identify the duties of a PCBU toward a health and safety representative, as per the Health and Safety at Work Act and regulations.
- Explain the role and functions of a health and safety representative.
- Explain how to advocate for workers who raise health and safety issues.
- Demonstrate methods that are effective in communicating health and safety issues and recommendations from workers to workplace management, and how to provide effective feedback to workers on that communication.
- Describe the risk management process.
- Describe the importance of communication with workers and management at all levels of the risk management process
- Describe the purpose of the Provisional Improvement Notice



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- Describe the requirements for delivery and communication of a Provisional Improvement Notice to all relevant parties
  - Describe the rights of workers and the processes for workers in ceasing unsafe work
  - Describe when and how the Health and Safety Representative can direct unsafe work to cease
  - Explain the Health and Safety Representatives role with injury/ill health rehabilitation

## STRUCTURE


### DAY 1

- Introduction to health and safety in a New Zealand context
- The legislative framework - Duties, rights and the role of Worksafe NZ
- The role and functions of a health and safety representative
- Advocacy and communication
- Hazards and the Risk management process

### Day 2

- Review of learnings
- The application of the Powers of a HSR -Cease work and PINs
- Application of learnings through a number of case studies
- HSR Back At Work Action Plan
- As with all Coachio courses they have been developed by a team that includes both qualified health and safety specialist and experienced educators. This ensures that the content is appropriate, up to date and is designed to be delivered in an efficient and engaging manner.





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# ICAM - INCIDENT CAUSATION ANALYSIS METHOD

## SPECIALTY SAFETY COACHING 2 DAY COURSE

The ICAM model is related closely to the work of James Reason, the renowned human factors expert and his works: *Managing the Risks of Organisational Accidents* (1997); and *Human Error* (1990) in which he states: 'Rather than being the main instigators of an accident, operators tend to be the inheritors of system defects by poor design, incorrect installation, faulty maintenance and bad management decisions. The course is aimed at those conducting investigations at a higher level, or those who will be leading investigation teams.

### **BENEFITS OF ICAM:**

- Internationally recognised methodology that identifies where failures exist in an organisation
- Enhanced organisational data
- Prioritised corrective actions
- Long-term improved investigation outcomes
- Principles are aligned to critical risk management and the BowTie Methodology
- Course is interactive, allowing open discussion and knowledge exchange





## SIX PHASE INVESTIGATION PROCESS

STAGE	PHASE
<b>PRE- INVESTIGATION</b>	1. IMMEDIATE ACTIONS 2. INVESTIGATION PLANNING
<b>EVIDENCE: WHAT HAPPENED?</b>	3. DATA COLLECTION 4. DATA ORGANISATION
<b>CAUSATION - WHY DID IT HAPPEN?</b>	5. ANALYSIS
<b>STOP IT FROM HAPPENING AGAIN</b>	6. RECOMMENDATIONS

### PARTICIPANTS WILL LEARN

- To appreciate the importance of the principles of multiple causation
- The value of collecting information
- To acknowledge the importance of analysing events
- To identify the difference between layers of defence and categories of defence.



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# NEBOSH INTERNATIONAL GENERAL CERTIFICATE

**OFFERED IN ASSOCIATION WITH  
NEBOSH-  
ACCREDITED COURSE PROVIDER  
RRC INTERNATIONAL**

The NEBOSH International General Certificate in Occupational Health and Safety is an excellent foundation in occupational safety and health for all types of organisations.

It helps holders manage risk more effectively by covering a broad range of topics and is ideal for:

- Managers, supervisors, employee representatives
- Those looking to start a career in health and safety

The NEBOSH International Certificate is widely respected by employers worldwide and meets the requirements for Technician Membership of IOSH (Tech IOSH) and Associate Membership of IIRSM (AIIRSM). Valued by employers worldwide.



## COURSE CONTENT

### Unit IG1: Management of Health and Safety

- Why we should manage workplace health and safety
- How health and safety management systems work and what they look like
- Managing risk - understanding people and processes
- Health and safety monitoring and measuring

### Unit IG2: Risk Assessment

- Physical and psychological health
- Musculoskeletal health
- Chemical and biological agents
- General workplace issues
- Work equipment
- Fire
- Electricity



## ASSESSMENT:

Unit IG1 is assessed by a two-hour assessment completed at home.

Unit IG2 is assessed by a three hour practical assessment carried out in your workplace.



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