



Your Mentor + Coach program.

A flexible roadmap to inspire professional growth for people,
project and change managers.



Welcome.

Thank you for taking time to learn about how this approach fast tracks your professional growth in real time.

Why do people seek me out as a mentor and coach? For my experience in helping clients to make real progress as they balance day-to-day work with an inspiring approach to professional development.

At it's most simple, you expand thinking, increase confidence, and boost your knowledge and skills. If your focus is on achieving personal or professional goals, this program will help you to get results fast.

Immediate results

You apply what you learn straight away in your current role with a focus on workplace priorities. We start with what you need help with most right now. Strategic planning? Navigating conflict? People? There's no down-time, no boredom, and no time and money wasted on generic workshops.

"Carol will ask tough questions and will challenge you to think differently but without fail I have left every single one of our conversations with a smile on my face feeling energised and excited about my goals. She is absolutely FABULOUS."

Sabrina D, Program Manager, Shared Services

Personalised development

Create a motivating objective, goal or learning plan; develop practical strategies; and be supported with coaching, mentoring, advice and resources. Your program is built around you.

Grow as a manager

This is the ideal program for people managers, change leaders, and project managers. You'll develop your confidence and skills as you move to a new role, take on fresh challenges, and build your career.

You'll notice a positive difference and other people will, too. You'll create space for sustainable growth and new ways of thinking.

Why do I love running this program? It's a privilege to work beside people as they discover fresh new ways to thrive at work and grow on their own terms.

Carol Howard

Director | Black Birds Three





Why a Mentor + Coach program?

The power of mentoring and coaching is ideal for aspiring, new or experienced leaders: people, project and change managers.

We know that the most powerful, motivating, and sustainable learning happens on-the-job. So that's what we focus on.

Your program will combine coaching, mentoring and training. We work out the right mix based on an assessment of:

- Where you're at today: mindset, strengths, motivators
- What support you need most right now
- Input from your manager/program sponsor
- Your learning and development goals

There are significant differences between mentoring and coaching. The two are often muddled up. But it's important to understand the difference.

Coaching is about helping you to come up with your own breakthroughs, ideas and solutions. It is about using a defined coaching method. It does not involve giving advice, but rather helping you to find your own way.

On the other hand, mentoring is about the thoughtful sharing of advice, experience, knowledge, and ideas. It is not about telling you what to do. It is an invitation to learn from another professional's experience.

During the program you partner with me as your qualified coach and mentor to create a thought-provoking and practical plan to inspire confidence and growth.

The Mentor + Coach program is about giving yourself time, space, and permission to experiment, learn, and celebrate success.



Better results than going it alone.

When you commit to the program, outstanding results will follow. I use evidence-based mentoring, coaching and learning methods, approaches, and tools based on your needs.

What people love about the program

The combination of practical skills and knowledge along with new ways of approaching work. People love that the program works fast: they apply new capabilities and ideas immediately in support of workplace priorities.

An inspiring and qualified coach

I am an experienced coach who draws on a number of methodologies: neuroscience-based narrative and strengths-based coaching. I am a member of the International Coach Federation (ICF) and abide by its Code of Ethics.

A trusted and practical mentor

As a trusted mentor of 20+ years I bring experience, perspective and humour. My background includes work at all levels including leading complex global initiatives, getting global projects back on track, and supporting executives and leadership teams through complexity, ambiguity and change.

My approach is also informed by design thinking, social learning, applied psychology, change methodologies, systems thinking, agile ways of working and leadership development.



Common elements.

Leadership

- Visionary and strategic thinking
- Inspiring people and teams
- Leading through change / ambiguity
- Moving into a leadership role

Professional Development

- Role or career development planning
- Moving into a team management role
- Productivity and planning
- Decision-making / problem solving

Program and Project Management

- Project and program strategies and plans
- Leading project teams
- Stakeholder engagement strategies
- Leading through change

Change Management

- Creating change strategies and plans
- Agile and design-led change management
- Stakeholder engagement strategies
- Communications and training

Relationships and People

- Effective working relationships
- Conflict and communication
- Influence and networking
- Working globally and cross-culturally

Self Care

- Work-life balance and self care
- Stress management and resilience
- Self confidence and assertiveness
- Managing ambiguity and overwhelm





About your mentor and coach.

My name is Carol Howard and over the past 6 years I've established a thriving practice that helps people grow.

I work beside people and teams to help them find clarity, confidence, and capability on their own terms. My philosophy is that the best solutions and ideas are designed by you, for you.

So what's my role? I help you discover, explore and experiment with new ways of thinking, working and being using evidence-based coaching, mentoring, and training.

And I provide the positive stretch, challenge, candour and empathy you might need (because people often do) to get to where you want to go.

I'm told that I quickly build trust with my clients by being direct and kind in the right measure for them.

My experience includes many years working alongside leading companies and teams including: Cisco, Twitter, Snap Inc, Virgin, and Optus.



Who I work with.

I'm known for working with progressive people, teams and companies who want to explore what's possible, challenge the status quo and work with integrity, energy and purpose.

I am experienced at mentoring and coaching people from many backgrounds, industry sectors, cultures, and stages of life. My approach is practical, empathic and no-nonsense.

Following are specialist areas of experience and expertise.

Industry and Functions

- Global IT and start-ups
- Strategy, transformation and change
- Business operations and shared services
- People, culture and human resources
- Recruiting and recruiting operations

Positions

- Senior executives (General Manager/Vice President)
- Director / Director + levels
- Middle managers and team leaders
- New and aspiring people managers
- Change, project and program managers
- High potential employees

My professional affiliations include: International Coach Federation (ICF), International Association of Facilitators (IAF), Neuroleadership Institute (NLI) and Change Management Institute (CMI).







Let's start at the beginning.

We start with where you are at today and where you'd like to go next.
What are your aspirations, challenges and opportunities?
What motivates you?

The program is built around your needs. Most programs include:

- Individual 60 minute sessions
- Sessions held weekly or fortnightly
- Program runs over a 2-12 month period

If the program is company-funded we also hold joint meetings over the course of the program between you, your manager and me.

We use simple, intuitive technology to connect and work together.

Online meetings: Our sessions are conducted using Zoom for audio and video. It's easy, intuitive and most people love it!

Booking sessions: You're able to book, reschedule and cancel your sessions easily through my online booking system.

Leading edge resources, tools and assessments to support you.

Your online mentoring and coaching space is where you access your program materials.

- Mentor + coach guidebook
- Program workbook
- Pre-program questionnaire
- Pre-session worksheets
- Joint briefings workbook

Additional resources are provided during your program as appropriate.

"Despite the muddled mess in my head, Carol always managed to get me thinking clearly and focused on the next steps. She's upbeat and energetic yet thoughtful and empathetic. I felt very safe discussing deeper issues with her – like tackling my fear around my next career step."

Oliver W, PMO Leader, IT



And create a new future.

We'll co-design the best approach for you.

You'll explore new ways of thinking, generate solutions and build new habits. It's a process based on awareness, exploration and action.

Sample program of 12 sessions

Initial conversation and contracting

- Initial chat to explore if we're a good match
- Answer any questions you have

Contracting

- Agree how we'll work together
- Establish program schedule and timeline
- Logistics and contracts

Orientation call

- Kick off session to start your mentor and coach program
- Build a common understanding of mentoring and coaching

Preparation for session one

- Review mentor + coach guidebook
- Complete pre-program questionnaire
- Book your first session

Session 1: Create your direction

- Tap into your motivations, strengths and aspirations
- Explore where you are today and your new future
- Create your objectives, direction and/or goals

Sessions 2-5

- Regular, ongoing mentor + coach sessions
- Additional tools and resources assigned

Session 6: Mid-point review

- Regular, ongoing coach + mentor sessions
- Assess progress/recalibrate

Sessions 7 - 11

- Regular, ongoing coach + mentor sessions
- Additional tools and resources assigned

Session 12: What's next for you?

- Program debrief: actions, learning and emotions
- Reflect on progress and celebrate your journey
- Explore what's next



Want to learn more?

Contact me for a confidential discussion.

Carol Howard

Director

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