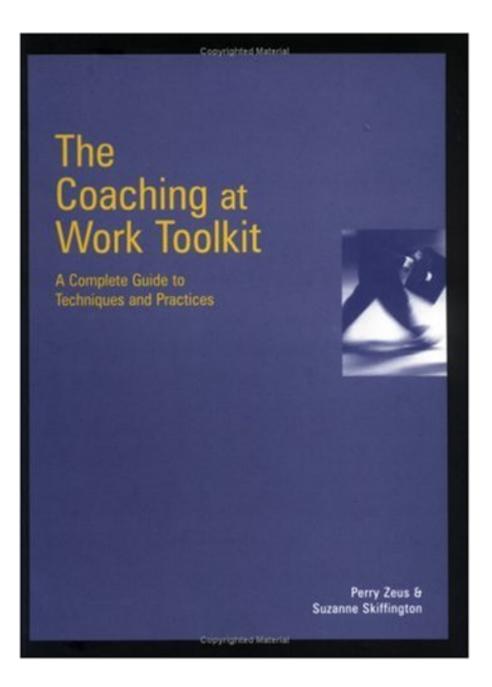


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About the Author Suzanne Skiffington is a trained clinical psychologist and business coach.

Perry Zeus has been an executive corporate coach, management consultant and management trainer for more than 15 years.

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Recent studies show that life skills coaching, executive coaching and business coaching are all effective ways of achieving sustainable growth, change and development in an individual, group or organisation.

The Coaching at Work Toolkit is the first comprehensive, practical resource for coaches in the use of the theories, tools, techniques and practices that affect learning and change. This book offers coaching tools and psychology-based techniques and is a much-needed guide to understanding the practice of coaching and applying the theories and language associated with it.

The employment of life skills coaching, executive coaching and business coaching is being heralded as the way to create organisations of the future. Anyone interested in achieving their best and staying ahead of the competition should read this book. Through the use of case studies, practical instructions and application guidelines, the authors have provided models, principles and techniques that enable professional coaches to achieve breakthrough results.

For the past ten years the authors, first as practitioners and then as educators, have worked closely with colleagues across the globe to develop coaching techniques that produce positive, measurable, lasting change.

This book builds upon the success of the authors' first general coaching reference The Complete Guide to Coaching at Work. This title focused on the nature of coaching, coaching models and frameworks, and the competencies for successful coaches.

Suzanne Skiffington and Perry Zeus have trained hundreds of coaches around the world. Through their internationally renowned coach training school, 1 to 1 Coaching School they have worked with established and new coaches, professionals and managers/leaders of organisations, consultants, groups and the academic community.

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About the Author

Suzanne Skiffington is a trained clinical psychologist and business coach.

Perry Zeus has been an executive corporate coach, management consultant and management trainer for more than 15 years.

Most helpful customer reviews

24 of 27 people found the following review helpful.

Very disappointing

By Colin

I was unimpressed by this so-called "complete guide". One of those books you buy, read once, then never look at again. Several months later I haven't touched my copy since I read it on the day I bought it; says it all really.

I find it difficult to understand the target market for this book. It is neither advanced enough to satisfy a serious practitioner nor is it suitable for a beginner.

Complaints: while it does contain a range of techniques, there's nothing new, or surprising, or even interesting. It certainly isn't complete. The words ego trip spring to mind.

If you have some knowledge of coaching I would suggest there are plenty of other books that might be a more worthwhile purchase.

I like Tim Gallwey's most recent book - Inner Game of Work, James Flaherty's book on Coaching: evoking excellence in others, is also worth a look. Also books like The Psychology of Executive Coaching - Bruce Peltier could be useful.

Anyway of the 25 or so books on coaching  $\Gamma$  ve read, Toolkit isn't one of the better ones.

15 of 16 people found the following review helpful.

good basic overview of simple coaching approaches

By Jane Frankson

This a useful book which - although not a complete "toolkit" by any means - does provide a useful overview, and the beginning coach will find this helpful.

I found the authors' continuing hard-sell of their own training programs more than a little wearisome. After all, I paid for a book - not a sales pitch. Far too much ego in places, but still worth buying.

10 of 14 people found the following review helpful.

Groundbreaking reference book

By A Customer

The 'Toolkit' is a highly professional, yet easy-to-understand reference book and includes a complete and very helpful glossary. The authors are the most respected coaching educators in the business world today. The professional coaching industry has evolved dramatically over the last two years and bears little resemblance to its fuzzy predecessor of the nineties. A lot of serious research and work has gone into this groundbreaking text book, and serious personal and organizational change can come from the use of the book.

The book brings together a complete listing of the major skills and techniques for organizational and personal coaches, and offers guidelines and instructions on how to employ them. The Toolkit provides processes, protocols, assessment instruments, forms, charts and checklists and examines the management practices of coaching. The text also details the changing nature and evolution of coaching, such as the increasing importance of specialization. To date, most available coaching books detail the standard practices of goal setting, action planning and some coaching interventions but they do not offer too many actual techniques that facilitate the desired change. Achieving measurable, sustainable outcomes isn't a matter of simplistic goal setting, personality profiling and cheerleading but requires the skilful use of validated, proven behavioral change methods and learning tools grounded in the behavioral sciences. In this book, these invaluable techniques are blue-printed and discussed, and then presented alongside case studies and exercises.

The success of any coaching program is dictated by the program's resources depth, scientific validity and measurability. This invaluable, well written and very accessible reference provides exact processes and

details for achieving successful coaching outcomes and will find a place on the bookshelves of many coaches, consultants, trainers, HR professionals, learning institutions and corporations.

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