

CLIENT DEVELOPMENT CENTRE

First 100 days coaching



CLIENT DEVELOPMENT CENTRE FIRST 100 DAYS COACHING



Moving to a new position is both an exciting opportunity and a huge challenge, especially when it is a senior appointment. Within the first three months there is an expectation that you can assimilate your new job, influence a new team, make an impact across all stakeholders and create the right culture.

Senior executives get to top positions because they are bright, decisive, talented and experienced. You will be expected to have a clear idea about what to deliver and to hit the ground running. But the first 100 days are a surprisingly short time in which to make a mark and build vital new relationships.

How we support you

As part of the 100 days coaching, we'll have face-to-face conversations to explore the challenges you expect to face in your new role. The CDC approach to supporting you through your first 100 days begins before you start and is accompanied by a suite of materials you can use as required.

Preparation and planning - This topic helps you build a structured approach to your transition, identifying your personal preferences and helping you prepare for the individual circumstances surrounding your new role. Using a whole system's approach you will feel prepared, make the most of all sources of knowledge and can avoid common traps.

Making an impact - This topic helps you to identifying the right people to speak to, encourages you to look beyond traditional structures to find key stakeholders. There are methods to help you learn, as well as questions to ask. The are tips and suggestions will help you make the most of your early conversations.

Building relationships - This topic helps you build great relationships with you boss, your team and others. You will need to take responsibility for making key relationships work. These tools and techniques ensure you gain a clear understanding of what is required in your new role and can co-ordinate the support required to deliver.

Focusing on delivery - This topic will help you set your priorities, identify and keep track of your early wins. By using these tools to maintain your focus and manage your projects you will be in a great position to deliver during your first 90 days and beyond.

Being a leader - This topic will help you bring together the critical success factors of being a leader. Content includes advice on building credibility, emotional intelligence and communication. There are tips to help create the right environment as well as pitfalls to avoid. Together the tools will help you make an impact and succeed.

Winning Team - This topic suggests you look at your team from multiple angles: how the team function together as a unit, if the structure of the team supports them delivering and finally, the effectiveness of individuals within the team. This will support you as you align your people to help you deliver a winning performance.

WHY CHOOSE 100 DAYS COACHING FROM THE CDC?



The CDC 100 days coaching programme combines leading approaches to managing transition with insights gained from extensive interviews with lawyers who have moved in-house.

The coaching process will allow you the time and space to talk and think things through, stepping back from day to day operational pressures. The time will be used to work out what's important, not just what is urgent so you can focus on delivering your goals.

Benefits for the organisation

- ▶ Time saving as employees adjust faster to their new responsibilities
- ▶ Improved job satisfaction from employees building better relationships
- ▶ Improved performance as employees clarify delivery expectations and objectives
- ▶ Reduced turnover as employees feel welcomed and valued
- ▶ Reduced start-up costs as employees get the start they need to hit the ground running.

Benefits for the coachee

- ▶ Greater confidence
- ▶ Heightened level of performance
- ▶ Accelerated progress along the learning curve
- ▶ Clearer more goal oriented thinking
- ▶ Greater focus on the actions and results
- ▶ Quicker adaptation to the new culture.

CLIENT DEVELOPMENT CENTRE



The purpose of the Client Development Centre (CDC) is to help strengthen relationships by delivering to clients a range of organisational change and personal development programmes in line with their strategy. Often the focus is on supporting General Counsel and Heads of Legal to maximise the contribution and success of their legal teams through interventions developed specifically for in-house counsel.

What and how we deliver

- ▶ We apply a proven methodology for developing a detailed understanding of the specific needs of each individual or team
- ▶ Working in collaboration with the client, we then develop training, products and services that incorporate the latest research in how to optimise the performance of individuals and teams
- ▶ To aid learning in fun and relevant ways, our delivery includes a mix of written reports, presentations, group work, group and paired discussions, experiential activities and case studies
- ▶ The outputs are delighted clients who receive bespoke, practical solutions to some of their most complex organisational change and personal development challenges

The following are examples of the training, services and products available through the CDC.

Value

- ▶ Creating understanding, alignment, delivery and trust with key stakeholders
- ▶ Quantitative versus qualitative metrics
- ▶ KPIs and dashboard reporting
- ▶ Becoming a Trusted Adviser.

Talent

- ▶ Talent strategy
- ▶ Sourcing, engaging, developing and rewarding talent
- ▶ Leader development
- ▶ Succession planning and Future Leaders
- ▶ Leading change.

Performance

- ▶ Leader assessment
- ▶ Coaching
- ▶ Motivation and inspiring others
- ▶ Business Simulations
- ▶ Managing and leveraging advisers
- ▶ Handling conflict and crucial conversations.

Structure

- ▶ Risk protocols and resourcing strategies
- ▶ Archetypes of in-house legal delivery
- ▶ Diagnostic and audit framework
- ▶ Legal strategy review
- ▶ Collaboration
- ▶ Effective communication.

CLIENT DEVELOPMENT CENTRE - CONTACTS



GREG BOTT
Head of the Client Development Centre

+44 (0) 20 7160 3488
+44 (0) 7921 742236
greg.bott@addleshawgoddard.com



CLARA GARFIELD
Senior Manager - Client Development Centre

+44 (0) 20 7788 5116
+44 (0) 7591 190604
clara.garfield@addleshawgoddard.com

addleshawgoddard.com

Aberdeen, Doha, Dubai, Edinburgh, Glasgow, Hamburg, Hong Kong, Leeds, London, Manchester, Muscat, Singapore and Tokyo*

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