



Culture at Work Ltd  
**INFORMATION PACK**

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## About Culture at Work Ltd

We are an approved ILM Centre, and since 2005 have supplied advisory, consulting, leadership, and accredited coaching and training services for organisations in 42 countries and all main languages.

Founder and programme designer Carol Wilson is Emeritus Head of Professional Standards & Excellence and a Lifetime Fellow at the Association for Coaching, and a Fellow of the ILM. She is an international keynote speaker, writer and broadcaster; is a Trustee to the MOE Foundation, where she designs courses free of charge for underprivileged young people; has won or been nominated for several awards; has authored or contributed to six books; and has published over 70 articles.

Carol experienced the value of a coaching culture at first hand during a decade working at board level with Sir Richard Branson at Virgin, later holding board level positions with Island Records, Warner Brothers and Polygram. Through 25 years of working at a senior corporate level she has a unique understanding of the pressures faced by managers working in large organizations, and of what will be the most useful ways of spending their time in the training room.

In 2005 we formed a partnership with coaching pioneer and co-creator of the GROW model, Sir John Whitmore, in order to further develop his theories and ideas in practical courses. This work forms the basis of the training we deliver today.

## Our Services

We offer a variety of experiential training and facilitation programmes which can all be delivered face-to-face or online. Sessions can vary from two-hours to whole-day workshops or facilitated meetings.

Please click on the links for further details about:

- [Advanced Executive Coaching Skills](#)

Leadership tools for coaching managers: practical techniques to enhance coaching skills.

*"Excellent as always! Lots of new tools to take forward and immediate use for a couple of the tools to find a solution."*

- [Coach Training for Teachers](#)

Our ILM accredited coaching and mentoring training for teachers and headteachers provides a recognised qualification and essential practical leadership skills, enhancing not only teaching techniques but an improvement in all communication skills, faculty teamwork, and leadership.

*"By investing heavily in coaching training for our teachers , the results from our 2017 staff survey were striking in terms of the positive upturn - 100% of our teachers stated that they enjoy coming to school each day."*

- [Coaching and Mentoring Training](#)

Our signature ILM accredited coaching skills course is now being delivered successfully over five days face-to-face or distance, or several months of two-hour sessions by distance, or a combination of the two. Shorter workshops can be tailor made to suit your requirements.

*"It is the best course I have been on and the most useful one to me in my entire life."*

- [Coaching Accreditation](#)

All our programmes are eligible for ILM Endorsed Certificates. As an ILM Accredited Centre, we can also deliver ILM Level 5, 7, and Diploma certification in coaching and Mentoring.

- [Coaching in Charities](#)

We believe that coaching skills training should be available to everyone regardless of their ability to pay. We offer scholarship places on our open courses, support charities like The MOE Foundation, Justice Defenders (formerly the African Prisons Project), and Crisis, with free coaching and training.

*"All the prison officers collectively reported that the coaching training was an indisputable highlight of the programme."*

- [Coaching Professional Apprenticeship Levy Training](#)

Our training meets all the Learning Outcomes of the Coaching Professional Apprenticeship Level 5 Standard Programme as defined by the Institute for Apprenticeships and Technical Education, and focuses on giving maximum value for practical use in the workplace.

- [Coaching Supervision Training](#)

Train your internal coaches to become ILM certified coaching supervisors, able to supervise each other . *(Also delivered as an open course.)*

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*"We have a lot of positive responses from our coaches and your sessions were very well received."*

- [Diversity Training](#)

Our Diversity Training promotes equality, diversity and inclusion, helping people to manage sensitive relationships and conversations in the workplace, to create unity and collaboration, and to deepen understanding.

*"Informative, challenging and thought-provoking, it has made me reflect a lot on how I present and feel about race and talking about it."*

- [Train the Coach Trainer](#)

We provide coaching train-the-trainer in-house programmes for qualified and experienced coaches, through practical experience and guidance from our own trainers.

*"I honestly have never had such consistent positive feedback from any course I run."*

- [Leadership development and facilitation](#)

Our transformational leadership and team building programmes are tailor-made to enhance leadership development at all levels, from future leaders to C-suite.

*"We have seen energy levels increase, relationships within the team have improved and managers feel more empowered to do their roles. Indeed our CEO rated the Coaching Skills for Leaders session as 10/10."*

- [Leading Without Formal Authority: Lateral Leadership](#)

In today's workplace, it is sometimes essential to influence, motivate and inspire people who are not reports, for example more senior staff, or co-workers in other teams.

*"Gets me to really think deeply about myself and how I should be more flexible about others' personalities. Please continue with this high level of training."*

- [Mental Health First Aid](#)

Delivered by Nadine Robson, an instructor member for MHFA England, these workshops carry a certificate of attendance and manual from MHFA England. Choose from three levels of training.

*"Very well facilitated to allow full input from all attendees. Instructor had excellent knowledge. Impressive quality of on-line training materials."*

- [Mindfulness at Work](#)

Tailor-made workshops for dealing with stress, decision-making, wellbeing, mental health, or any other challenge relevant to your workplace.

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*"Really useful for work and outside of work. Would recommend this be offered to other colleagues particularly more senior colleagues e.g. partners."*

- [Online Coach Training](#)

Our highly interactive on-line coach training enables organisations to maintain their staff development plans through lockdowns, or where staff are spread across the world in different locations and time zones.

*"Excellent facilitation. I am amazed by the connect and rapport James could build virtually with the participants in just 3 hours."*

- [Resilience Workshops](#)

Sometimes work pressures become too great, particularly during the pandemic, with workers facing isolation, pressure on mental health, emotional stress, and anxiety. Our Resilience Workshops are aimed at promoting mental health and well-being through facilitated discussion and coaching, as well as providing some 'silver bullets' in terms of practical skills for carers, medical staff, or those dealing with conflict or feelings of isolation in their virtual workplace.

*"Allowed me to look deeper into myself and helped me understand my part in conversations and relationships at work and outside."*

- [ROI in Coaching](#)

We have researched methods and tools for measuring the return on investment in coach training programmes in quantitative and qualitative terms, as 'You can't manage what you can't measure.'

*"The hard data along with the narratives paints a picture of outstanding progress towards a coaching culture."*

- [The Neuroscience of Emotional Intelligence](#)

Participants explore their emotional intelligence, underpinned by recent advancements in neuroscience.

*"It was excellent feedback, something we will look at offering again in the future."*

- [Unconscious Bias Training](#)

Transcending unconscious bias: this innovative, neuroscience-based training uses the radical "bottom-up" approach – training the mind itself – rather than the usual "top-down" approach of merely providing guidelines or strategies to target behaviour.

*"Clara was engaging, making sure we understood and had time to practise the bite -size knowledge she was imparting."*

- [Open Coach Training Courses](#)

Our online coach training course provides everything you need to become an ILM accredited coach, and is attended by a mix of managers, practitioners, therapists and others.

*"The performance coaching course was absolutely fantastic!"*

- [One-to-one coaching sessions](#)

Coaching can be delivered face-to-face, by phone, or by any audio/visual platform. We have a team of highly experienced coaches who are accustomed to working at all levels of leadership including CEO and C-Suite.

*"I feel completely unblocked and what is more now I have the "toolkit" to deal with it if ever happens again. It was a magical journey, which changed my life for the better."*

Please visit our [Client reviews](#) and [Case studies](#) pages for more examples of our programmes.

## The Culture at Work Global Training Team

Our trainers are selected for their authoritative knowledge and experience of workplace coaching and coach training, their charisma, friendly attitude, and their ability to challenge participants to achieve their best thinking within a safe environment. All have worked with us for several years and are fully trained and qualified by us in our methods.

Our training team is multi-lingual and can deliver coaching and training in French, Spanish, Portuguese, Italian, Dutch, Greek, Russian, Chinese, Japanese, German, and any other main business language required. All are practising coaches. We have trainers based in the UK, USA, Hong Kong, Singapore, Kuala Lumpur, Australia, Spain, Africa, Russia and Japan.

If for any reason your designated trainer is unavailable, we can usually provide substitutes of equal standing at short notice.

## Coaching in Education

Our courses for educational organisations:

- are specifically designed for educational leaders and faculty
- are structured to be practical and to embed the skills for the long term

- uses best practices, proven methods and novel learning techniques that are refined and shaped by feedback from hundreds of attendees from schools and educational institutions all over the world

Teachers and educationalists naturally possess very highly developed and innate communication skills. In our experience, teachers regularly discover an easy natural affinity with our coaching methodology and its applications with their students, colleagues and parents. They consistently report that their relationships with these groups are enhanced and strengthened, and the challenging situations they encounter every day working with young and developing minds are eased and supported using their new coaching skills.

For details about the many programmes we have delivered in schools to upskill faculty and management, and to create a coaching culture, please visit <https://www.coachingcultureatwork.com/coach-training-teachers/> and to view a video testimonial from Alice Smith School Kuala Lumpur, please visit <https://www.coachingcultureatwork.com/video/Client%20testimonial%20KLASS.mp4>.

## Reviews from our clients in schools and educational organisations

*"I honestly have never had such consistent positive feedback from any course I run, and I run a lot. It was interesting that after doing 6 straight days of running coaching courses last week how my dialogue with leaders changed this week. I tell people often that the reason I believe in coaching and in your model is that it makes me be the best person I can possibly be and this week has certainly been an example of that. Thank you once again for the opportunity to experience this personal and professional growth." - David Fitzgerald, Senior Education Officer, English Schools Foundation, Hong Kong*

*"Overall, from this enrichment class, not only did I learn about how to coach and become a coach; I also learnt a lot about myself, in terms of character and emotional intelligence, and in general, the mindset that I need to be at, not just to succeed/ achieve something, but also just to become a better person altogether. The sessions were incredibly fulfilling, and enjoyable." - Karen Chan, Year 11 student at South Island School, Hong Kong*

*"A huge thank you for setting up and delivering the inspiring coaching course. People who attended the training have been keen to praise the course and are delighted with what they have got out of the experience and are keen to use the skills in their teams. I do believe that the impact will be in empowering more people to have an even greater sense of being able to influence not only the lives of young people but their own lives as well" - Jenny Fennell, Education Adviser, North Somerset Coaching Partnership*

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*"There are several levels on which it was superb and timing was right for me at this point in time. Coaching gives a practical and systematic way to enable ownership of a development, however difficult. You will have heard me express that as an adviser, I will need to think even more carefully about advice. I love the positive and neutral language around conversations. I've never thought non-judgemental language is possible in my role. I am now working on that. Getting people to really accept that you are not being judgemental will be hard if they see you in a certain way." - Chris Durbin, School Development Adviser, English Schools Foundation Hong Kong*

*"This has been one of the most useful courses I have ever taken part in." - Lyn Hunt, Headteacher, North Somerset Coaching Partnership*

*"This has been the most valuable training I have received in my 6 year career- but has also had a profound influence on my personal life too. The facilitators were inspiring, motivating, challenging, fun and adaptive. Thank you so much!" - Kerry Evans, Primary Teacher, North Somerset Coaching Partnership*

*"The facilitators were real experts who guided my development without ever preaching. Thank you so much for a great set of training." - Peter Turner, Primary Headteacher, North Somerset Coaching Partnership*

*"Insightful exercise that raised good thoughts and left people feeling positive about the future. A key benefit was listening to the staff and involving them to make difficult change." - Participant in Canterbury Schools Facilitation Day.*

*"I found the course a really fulfilling and motivating experience. At the end of four days I felt that I had acquired some really valuable new skills to help me as a leader as well as an insight that coaching as a model might help to drive forward the aims of my organisation. The whole experience was engaging and refreshing." - Graham Silverthorne, Headteacher, Gordano School, Portishead*

*"Having seen the effects this process/training can have on individual cements my view that all staff in my school should experience the training and be able to utilise it in their everyday lives. Thank you James for your time and expertise." - Rod Bell Asst Headteacher & PE Teacher - Gordano School, Portishead*

## Certification

Culture at Work is an accredited Centre for the ILM, the UK's leading awarding body for general and specialist management qualifications, and the leadership arm of City & Guilds. Our programmes are also accredited by the Association for Coaching and we provide the internal certification CfPAC (Coaching for Performance Accredited Coach) which reflects coaching pioneer, Sir John Whitmore's input into our programmes.



## For further details

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