

Lead the Change:

*TRANSFORM YOUR
COACHING GAME*



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ACKNOWLEDGEMENT OF COUNTRY

Sentis acknowledges the traditional custodians throughout Australia and recognises their connections to land, waters and community.

We acknowledge the Traditional Owners of the land on which we meet today and pay our respects to elders past and present. We extend that respect to Aboriginal and Torres Strait Islander peoples here today. We do this because we value Aboriginal and Torres Strait Islander history, culture and knowledge.



**BE A
GREAT
PLACE TO
WORK**



**SUPPORT
GREAT
WORK**



**DO
GREAT
WORK**

Our Mission: To change the lives of individuals and organisations for the better, every day

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What coaching *IS* (and what it's *NOT*)

What coaching *is*...

- A development-focused, growth-oriented process
- Built on self-reflection, ownership and learning
- A partnership that helps individuals set goals, improve performance, and thrive



What coaching is *NOT*...

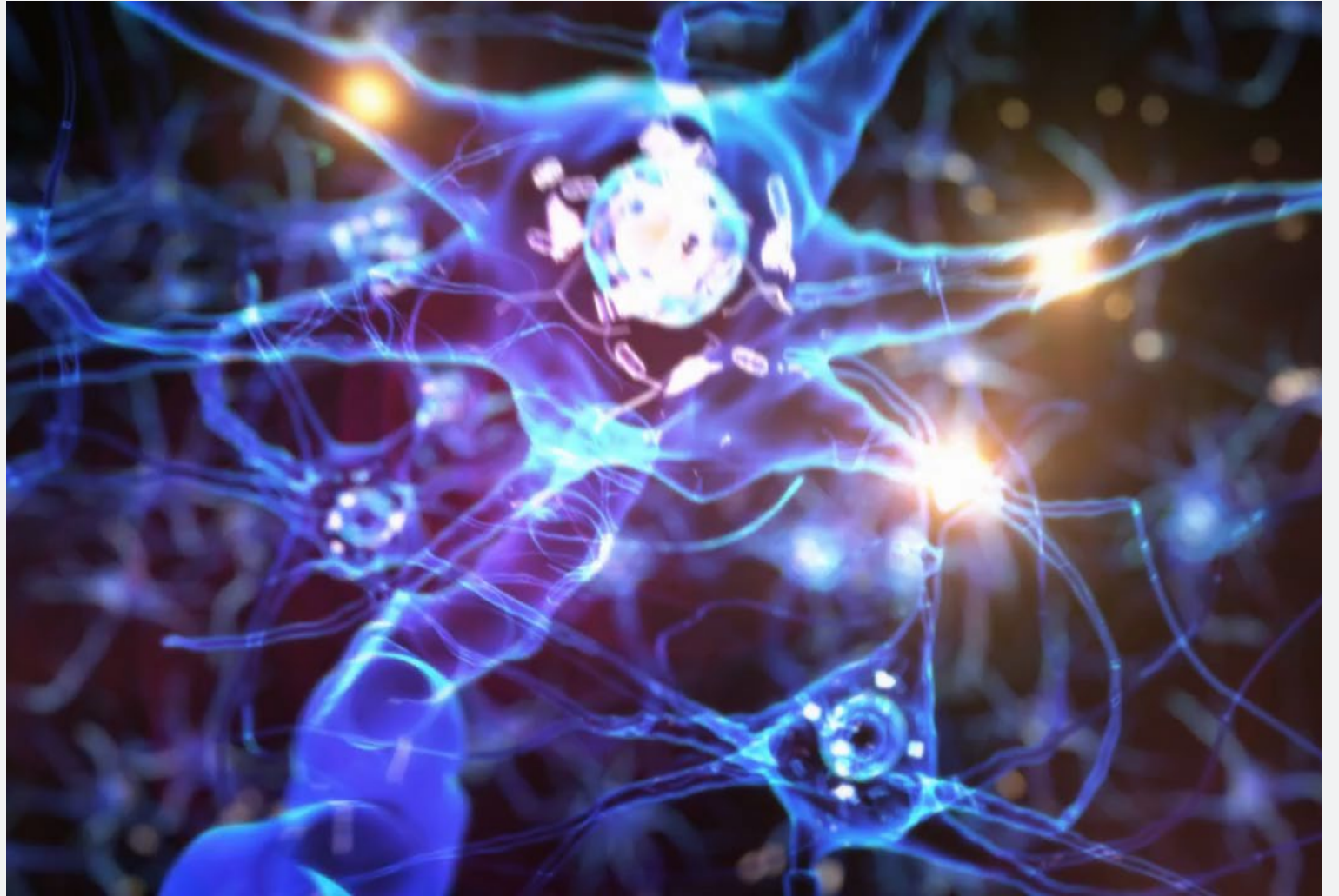


- Therapy
- Hand holding
- Policing or performance management
- Punishing or reprimanding
- Stepping in to do the job

Neuroscience of coaching

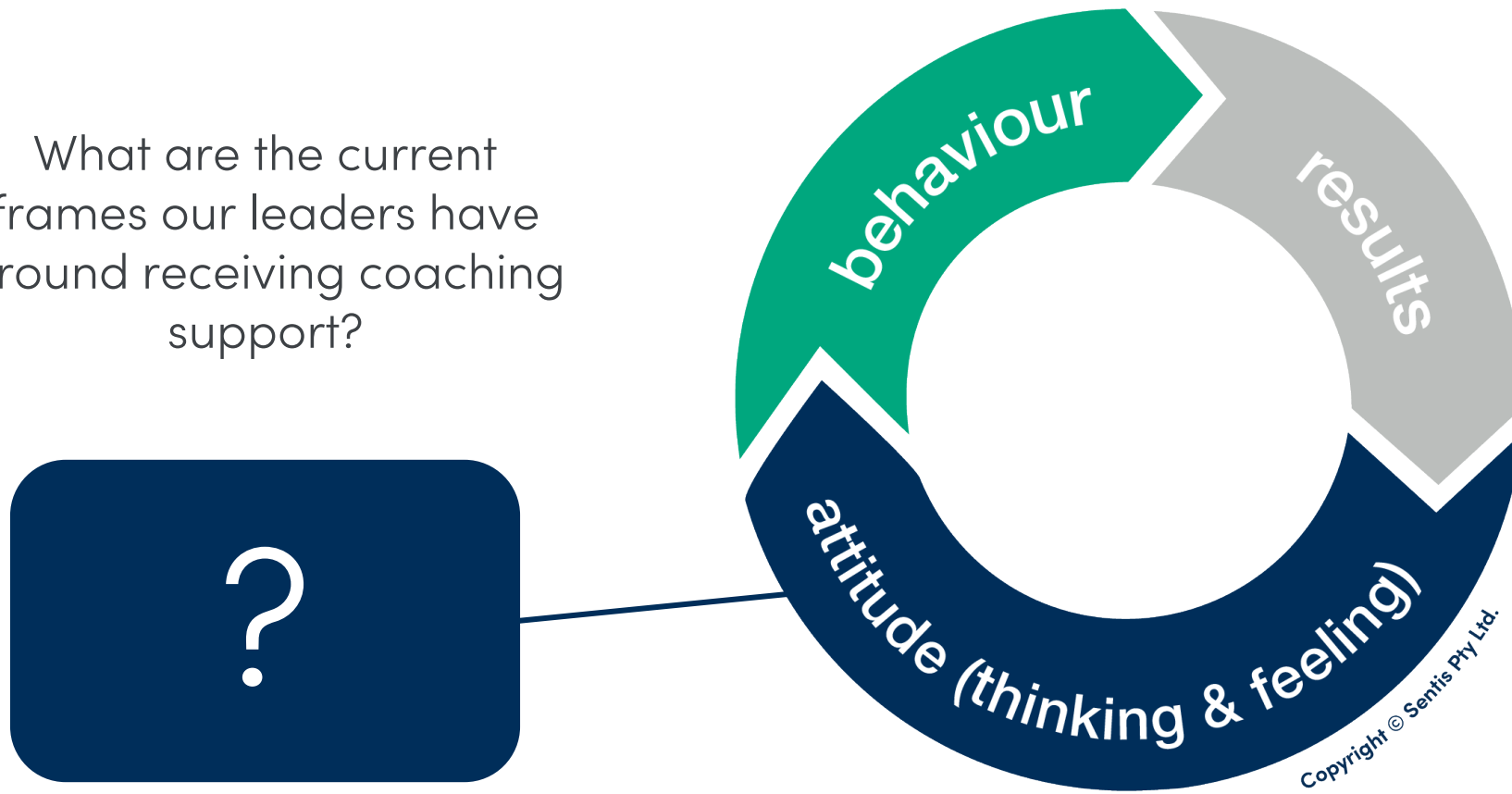
Coaching engages the brain's problem-solving and goal-setting regions.

It enables behaviour change through insight, not instruction.



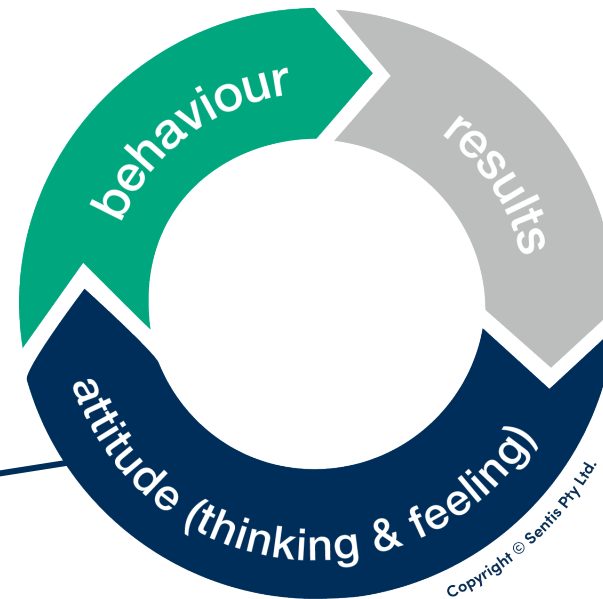
Roadblocks to success?

What are the current frames our leaders have around receiving coaching support?



Helpful attitudes required for effective coaching

- ✓ Coaching develops our people
- ✓ Coaching helps us to understand the realities our people face
- ✓ Coaching provides the opportunity to learn from each other
- ✓ Coaching provides the opportunity to show visible leadership





How can you overcome the
misconceptions or resistance to coaching?

A psychologically safe process



PACING OUT OBJECTIONS:

- “Not here to catch you out”
- “We want to improve as a business overall, not performance manage”
- “This is a learning opportunity and an opportunity to develop our people”
- “Feedback goes both ways”

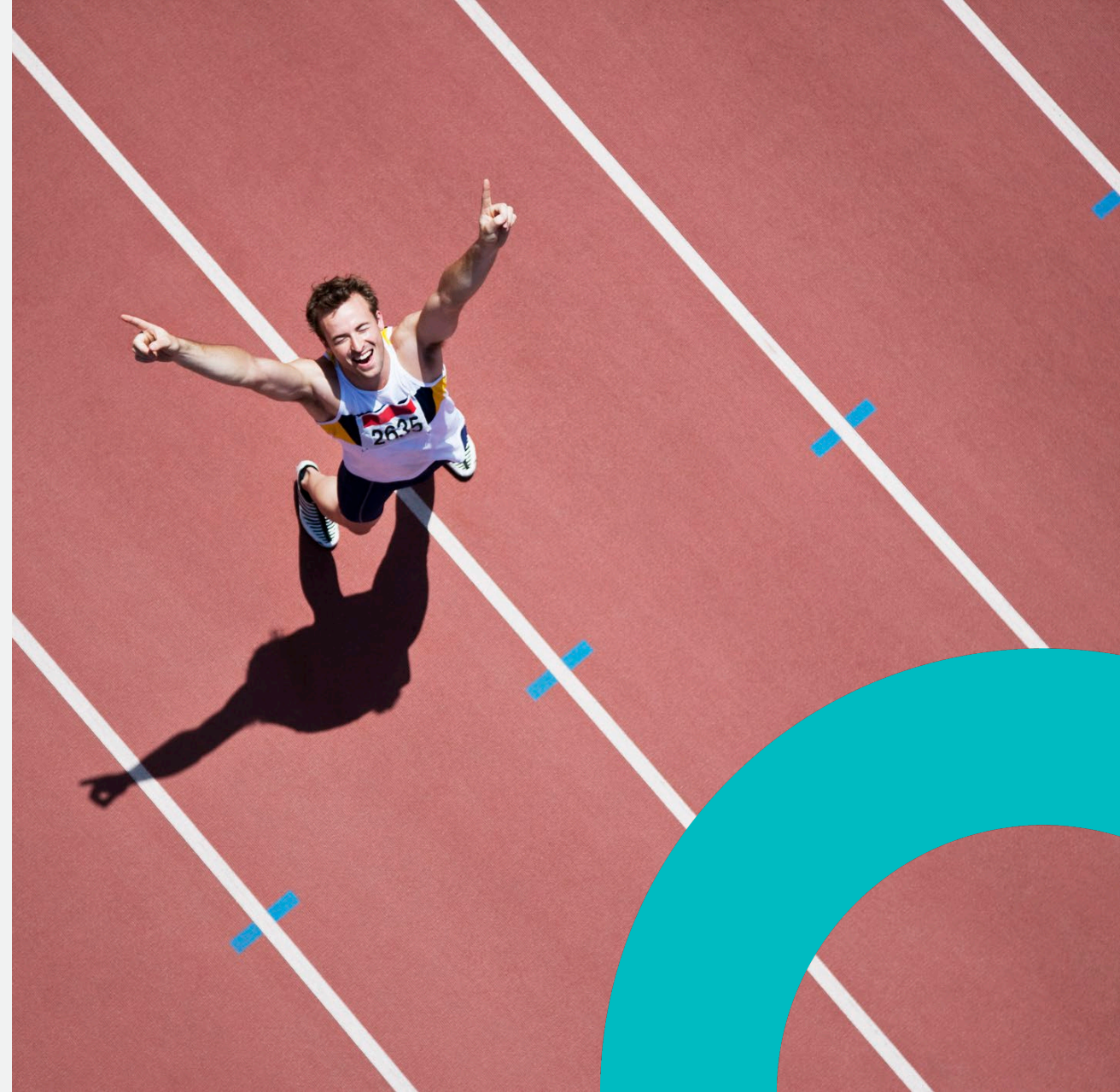
Setting your coaching strategy up for success

*Coaching isn't a
one-off
conversation. It
works best when it's
embedded into the
way leaders lead.*



Keys to success

- Create psychological safety first
- Communicate the purpose and value of coaching
- Coach regularly, not just during problems
- Equip leaders with a simple coaching framework
- Model it from the top – leaders need to be coachable too





What steps did you take to set your coaching strategy up for success?

Where can
coaching be useful?

Coaching is a critical skill in safety

- ***Safety interactions & field conversations*** – shift from checking to coaching
- ***Giving feedback*** – coaching helps deliver feedback that lands and sticks
- ***Post-training embedding*** – use coaching to turn training into habit
- ***Upskilling staff*** – quickly build capability through guided learning
- ***Learning teams*** – guide discovery and insight instead of directing
- ***General leadership capability uplift*** – build confident, curious leaders who empower others to think and grow.



Neuroscience link

Regardless of where or how you apply it, coaching positively shapes how people think, communicate, and perform at work.

It activates reflection, insight, and intrinsic motivation — all vital for high-performing, psychologically safe teams.

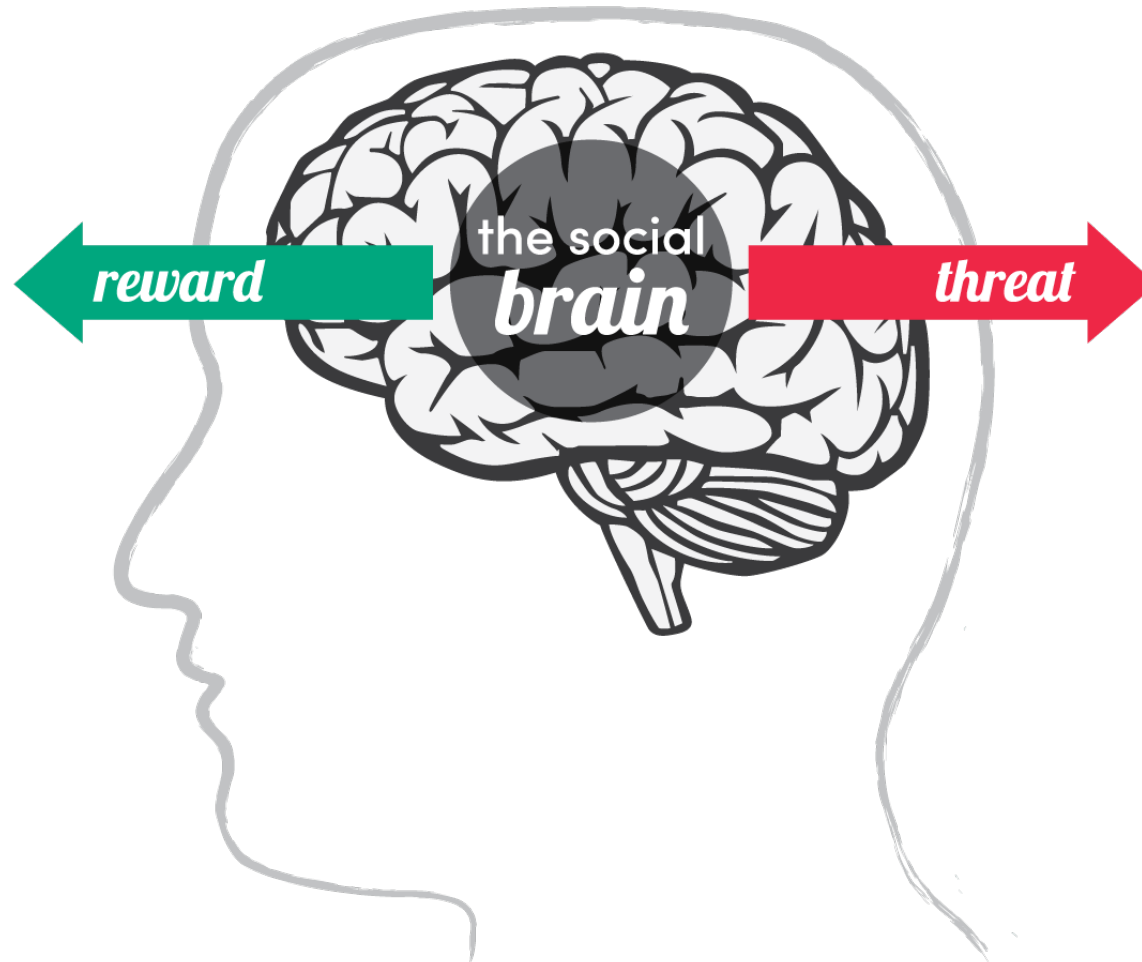




What contexts have you used coaching in?

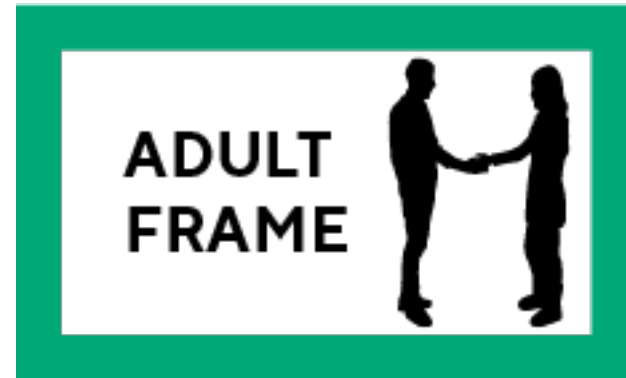
What does it take to
be a good coach?

Coaching with the brain in mind



Coaching from an adult leader frame

- Provide direction and certainty
- Seek to understand
- Prompt reflection and insight
- Invite input and feedback
- Advise and educate where appropriate



The high-performance formula

How can we frame constructive feedback in a way that drives 40% more effort to improve?

“I’m giving you this constructive feedback because I have very high expectations, and I know that you can reach them”.

High expectations + demonstrated belief in their ability
= *high performance*



Humble Inquiry: Asking instead of telling



Humble inquiry is used as an approach in coaching to gain information that you do not already know the answer to, through questions.

The approach enables a coach to draw someone out and build a relationship that is based on curiosity and interest in the other person.

Why is it important to 'ask' instead of 'tell'?

Coaching questions: great VS not so great

- Accusatory, 'why' questions:
- Leading questions
- Closed questions
- Stacked questions
- Questions based on assumption

- Curious, neutral questions
- Questions to understand the other's perspective
- Asking permission
- Questions that empower action
- Questions that encourage collaboration



What have you seen as the most important traits or habits of great coaches in your team?

What are the
outcomes of
coaching?

Key outcomes of investing in coaching



Stronger
leadership
capability



Higher
engagement
and retention



Higher
psychological
safety and trust



Better
embedding of
training and
change
initiatives



Faster upskilling
and capability
lift

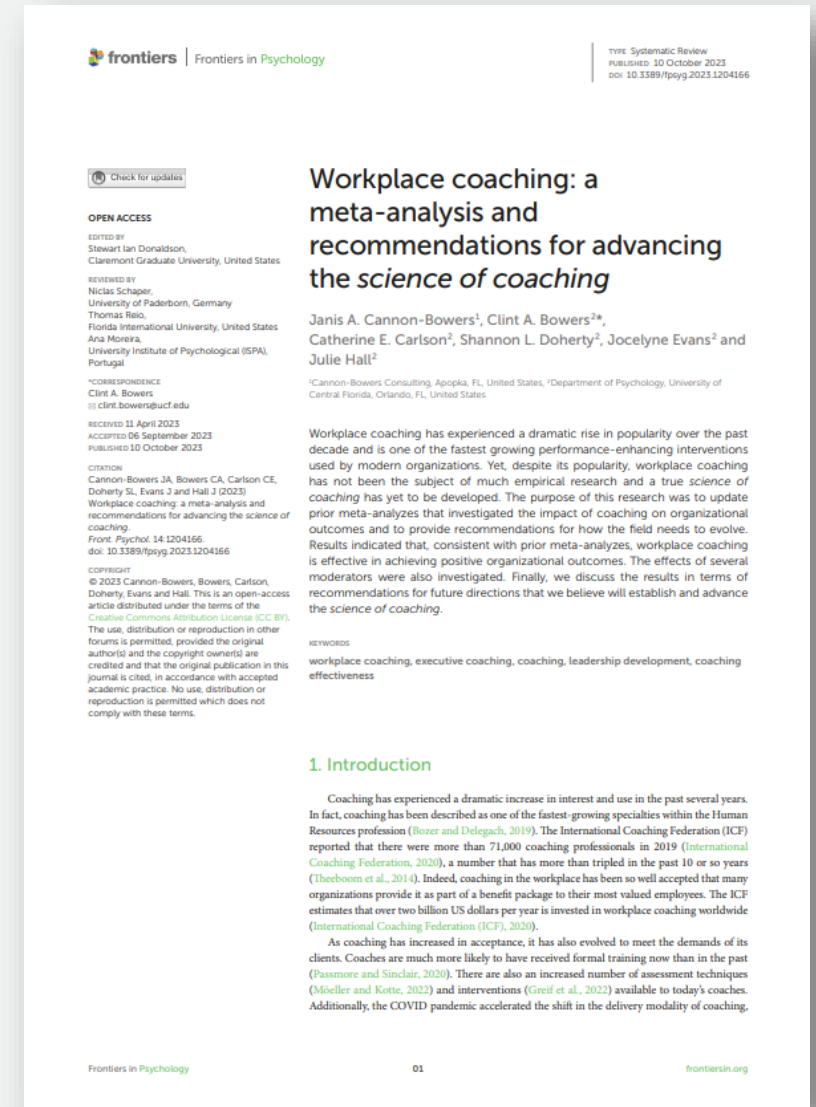


Enhanced
safety
conversations
and culture

The outcomes of coaching

“Overall, based on three meta-analyses (representing thousands of data points) it is safe to conclude that coaching is an effective workplace intervention”.

Source: Workplace coaching: a meta-analysis and recommendations for advancing the science of coaching (Cannon-Bowers et al, 2023)





How has coaching made a difference in
your organisation?

WANT TO LEARN MORE?

Coaching Conversations and Effective Feedback

30TH APRIL 2025

3-hour online session

- Hosted by Dr Vanessa Cook
- Early bird finishes Friday 11th

Or visit sentis.com.au/shop



*Learn
more via
the link in
the chat!*

KEEP THE CONVERSATION GOING

Join the Positive Safety Community

Be part of a growing network of safety professionals committed to driving positive change. In the **Positive Safety Community**, you'll get:

- Exclusive insights from safety experts
- Practical tools and strategies to improve safety culture
- Access to discussions, webinars and resources
- A space to connect, share and learn with peers

Let's shape the future of safety together!

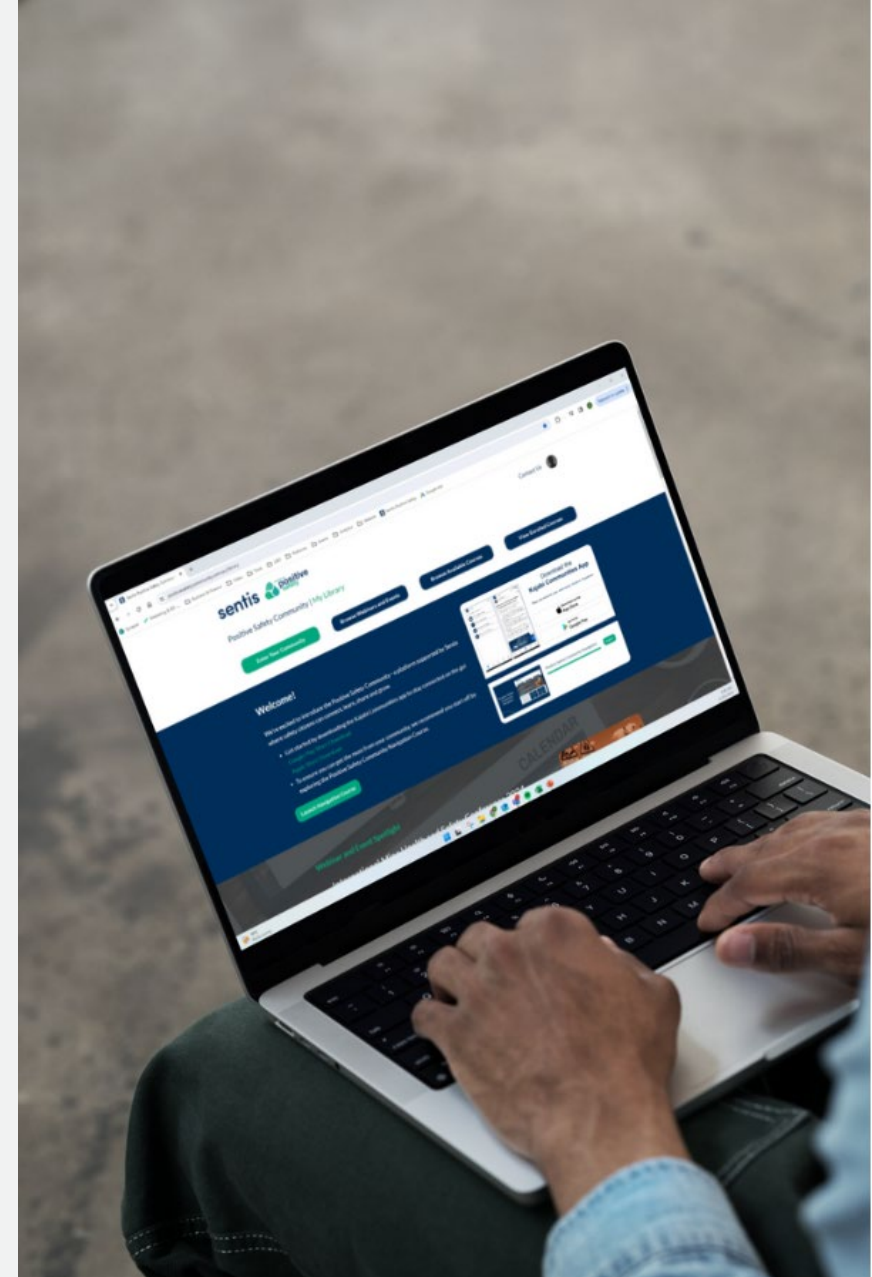
Join for free today 👉 Link in the chat

Community Meetup

Tue 15th April
11:00am AEST |
12:00pm AEDT | 9:00am
AWST | 2:00pm NZDT

Or visit sentis.com.au/community

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EVENTS

Webinars and events for safety managers and professionals

Register for our upcoming webinars and events to learn the latest insights on workplace safety and how you can create a culture where workers make safe choices—not because they *have* to, but because they *want* to.

[Access previous webinar recordings here.](#)

Webinars & Events

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UPCOMING EVENT | WEBINAR
Tuesday 4 March, 2025
8am AEST | 6am AWST | 11am NZST

Want more like this?

Whether you're looking for hands-on training, expert-led masterclasses, or more insightful webinars, we've got plenty of upcoming events to help you build safer, stronger workplaces.

[Check out the full lineup via the link in the chat!](#)

Or visit sentis.com.au/upcoming-events

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Dr Vanessa Cook

Head of Positive Safety



Vanessa.cook@sentis.com.au



+61 436 529 677



[/dr-vanessa-cook](#)

sentis.com.au 1300 653 042

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