



LEADERSHIP COACHING & TRAINING FOR INDIVIDUALS AND TEAMS

EMPOWERING GROWTH THROUGH TARGETED COACHING AND TRAINING SOLUTIONS

ABOUT

Hello,

Thank you for your interest our Leadership Coaching and Training services. Lenio Hospitality is a business consultancy based in the UK.

Our background is in hospitality. We work across the hospitality sector including hotels, travel, tourism, catering, restaurants, events, and retail. We help clients identify where revenue is being lost and implement practical, results-driven improvements across sales and operations. Alongside this, we provide leadership coaching and training to strengthen team performance, accountability, and long-term growth.

With a strong belief and first-hand experience that personal growth is a fundamental driver of organisational growth, and an organisation is only as strong as its people. We help businesses make that crucial investment in developing its workforce for long-term organisational success

Our **Leadership and Development programmes** are versatile, with strong focus on practical application of knowledge and skills to real-life problems in workplace settings to develop professional competence.



**Rachel
Williams**

MEET YOUR PARTNER IN YOUR GROWTH JOURNEY

Many people have the capacity to become excellent leaders, yet only a small number achieve their full potential. Numerous talented leaders struggle and fail to thrive in their fields because they lack the necessary mentorship, coaching, and training to support their development.

I came to understand this truth after more than 25 years of experience in building, managing, and leading diverse, cross-functional teams to consistently strong performance. I have taken on underperforming teams and transformed them into successful units. I have been particularly effective in nurturing individual team members who were previously seen as underachievers, helping them become successful team leaders through dedicated coaching, mentoring, and training.

I hold an MBA with a specialism in Leadership and Team Management. While I gained extensive academic knowledge in managing businesses and people, the most valuable business and leadership lessons have come from my personal journey progressing from a PA role to Director and Board-level positions. Leveraging on my experiences and varied business background, I help you navigate your leadership journey.

CONTENT:

- Introduction to Leadership Coaching and Training Services
- Core Features of the Programme
- Benefits of Leadership Coaching
- Delivery Methods and Resources



A photograph of a group of people sitting in a circle, with their hands raised in the air. The image is slightly blurred, focusing on the hands in the foreground. The background shows other people in the circle, some with their hands raised and others with their hands down. The overall atmosphere is one of participation and engagement.

INTRODUCTION TO LEADERSHIP COACHING & TRAINING SERVICES

PURPOSE AND OBJECTIVES OF LEADERSHIP COACHING

Developing Leadership Abilities

Leadership coaching improves skills to influence, motivate, and guide teams effectively toward strategic goals.

Enhancing Emotional Intelligence

Coaching helps boost leaders' self-awareness and emotional intelligence for better decision-making.

Boosting Organisational Performance

Effective leadership coaching correlates with increased employee engagement and productivity by up to 20%.





TARGET AUDIENCE: INDIVIDUALS AND TEAMS

Individual Leadership Stages

Coaching supports leaders at emerging, mid-level, and senior career stages for targeted growth.

Team Collaboration

Team coaching enhances collaboration and shared leadership to improve group dynamics.

Impact of Tailored Coaching

Research shows tailored coaching improves problem-solving in teams by up to 50%.



CORE FEATURES OF THE COACHING PROGRAMME



CUSTOMISED COACHING FOR PERSONAL LEADERSHIP DEVELOPMENT



Tailored Coaching Plans

Each coaching plan is tailored based on individual assessments like 360-degree feedback and personality profiling.

Enhanced Engagement Through Goals

Customised goal-setting boosts engagement and improves leadership competencies by 25-35%.

Focused Leadership Methods

Coaching methods emphasise goal clarity, bias reduction, and decision-making under pressure.



TEAM COACHING FOR ENHANCED COLLABORATION

Building Trust

Team coaching which focuses on developing trust among members to enhance collaboration and performance.

Clarifying Roles

Clarifying individual roles ensures accountability and smooth team dynamics during collaborative efforts.

Boosting Collective Efficacy

Coaching to increase collective success, leading to higher innovation and reduced conflict disruptions.

Coaching Techniques

Techniques include facilitated dialogues, co-created charters as foundation for better collaboration and shared ownership, and regular pulse assessments to track progress.

ASSESSMENT TOOLS AND PROGRESS TRACKING

Validated Leadership Instruments

We use tried and tested Leadership Tools and Emotional Intelligence Appraisals for accurate leadership assessments.

Progress Review

Custom Review to track developmental path and pace, and leadership performance improvements over time.

Measured Effectiveness Gains

Regular assessments are important. Organisations report up to 50% improvement in leadership effectiveness scores within six months of assessment.



BENEFITS OF LEADERSHIP COACHING & TRAINING



IMPROVED COMMUNICATION AND INTERPERSONAL SKILLS

Enhanced Active Listening

Leadership coaching improves active listening skills, enabling leaders to better understand and respond to team members.

Effective Feedback Delivery

Coached leaders deliver clear and constructive feedback, fostering open communication and trust within teams.

Improved Workplace Relationships

Improved communication leads to reduced misunderstandings and stronger relationships among colleagues.



GREATER RESILIENCE AND ADAPTABILITY

Building Resilience

Coaching develops coping strategies and mindfulness practices to foster resilience in individuals and teams.

Improved Leader Adaptability

Leader adaptability to change increases by 30%, enhancing organizational ability to manage complexity and volatility.

Navigating An Ever-Changing World

Enhanced resilience and adaptability help organisations succeed and navigate complex, volatile business environments more effectively.

POSITIVE IMPACT ON ORGANISATIONAL PERFORMANCE



Employee Engagement Growth

Leadership coaching can increase employee engagement by up to 22%, enhancing motivation and productivity.

Higher Retention Rates

Companies with leadership development see improved retention, reducing turnover and associated costs.

Revenue Growth Acceleration

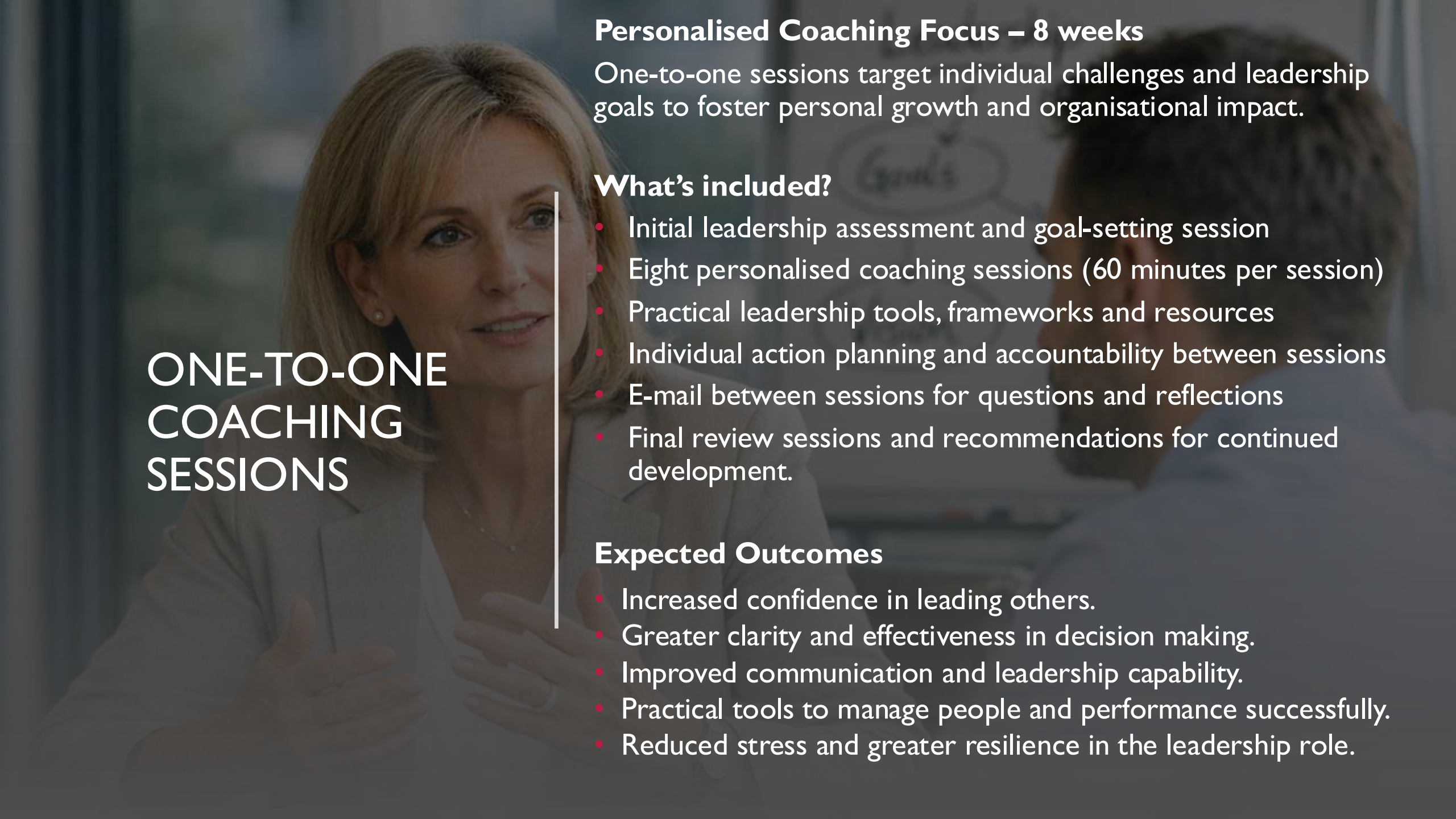
Leadership programs contribute to faster revenue growth and overall improved organisational performance.

Organisational Performance Boost

Meta-analyses link leadership development programs to a 5-7% improvement in organisational performance within a year.



OUR APPROACH AND
DELIVERY METHOD



ONE-TO-ONE COACHING SESSIONS

Personalised Coaching Focus – 8 weeks

One-to-one sessions target individual challenges and leadership goals to foster personal growth and organisational impact.

What's included?

- Initial leadership assessment and goal-setting session
- Eight personalised coaching sessions (60 minutes per session)
- Practical leadership tools, frameworks and resources
- Individual action planning and accountability between sessions
- E-mail between sessions for questions and reflections
- Final review sessions and recommendations for continued development.

Expected Outcomes

- Increased confidence in leading others.
- Greater clarity and effectiveness in decision making.
- Improved communication and leadership capability.
- Practical tools to manage people and performance successfully.
- Reduced stress and greater resilience in the leadership role.

ONE-TO-ONE COACHING SESSIONS

Indicative Coaching Topics:

The programme will be tailored to the individual but may include:

- Transitioning from peer to manager
- Building confidence and executive presence
- Delegation and accountability
- Prioritisation and time management
- Communication and influencing skills
- Giving feedback and managing performance
- Managing difficult conversations
- Motivation and engagement
- Leadership style and self-awareness
- Managing upwards and stakeholder relationships

Transitioning from an individual contributor to a manager is one of the most significant career shifts a professional can make. New managers are expected to lead people, make decisions, communicate effectively and deliver results, often without formal leadership development or support.

This coaching programme is designed to accelerate leadership capability, build confidence and equip emerging leaders with practical tools and strategies to succeed in their role.



GROUP WORKSHOPS AND FACILITATED DISCUSSIONS

Collective Learning in Workshops

Our workshops use experiential exercises to foster shared understanding and strengthen team cohesion.

Facilitated Discussions Benefits

Facilitated discussions promote peer learning and incorporate diverse perspectives for richer insights.

Impact on Team Cohesion

These formats increase team cohesion scores by 20-25%, supporting effective collaboration.

****Group Workshops are bespoke and tailored to individual client needs upon assessment and agreed outcomes.**

DELIVERY OPTIONS AND RESOURCES



Flexible Learning

We offer weekly programmes running over 8 – 12 weeks. Intensive 5-day plans also available. Our Enterprise option is a bespoke plan customised to meet specific client needs and learning requirements.

Accessibility

Digital resources are made available to enable continuous development and accessibility between live training sessions.

Online & Face-face

Our coaching and training is delivered online via Zoom and Google Meet. Face-face sessions are also available upon request.

Prices

Following a FREE discovery call to understand your needs, details of prices will be provided.



BOOK YOUR DISCOVERY CALL

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