

Action Plan Support Programme™

Developing successful habits to maximise individual performance

What is the APSP™?

The Action Plan Support Programme™ is a unique post-training service that increases the effectiveness of training and the performance of the individuals. Attending any recommended Catalyst development course offers the learning, ideas and thinking time to provoke behavioural change and a commitment to that change. The **Action Plan Support Programme™ re-enforces** this commitment by developing and encouraging behavioural change **over time**.



The Action Plan Support Programme™ enables each delegate to develop themselves through dynamic interaction with a **dedicated Personal Coach**. Practising the right skills over a measured timeframe is fundamental to the development process. Implementing a robust coaching service through the Action Plan Support Programme™ will **add value to your business**, delivering effective and measurable results.

What does the service entail?

- An experienced Catalyst Personal Coach for twelve weeks with four Progress Sessions and Reports
- Access to unlimited email or telephone support
- A final report submitted to both delegate and your sponsor (where agreed for Public goals only).

What does the service NOT entail?

We are not:

- Judgmental
- Subjective
- Micro-Political
- Personality focused

Our service is focused purely on enhancing the learning ability and performance of you - the individual.

What are the benefits?

For the individual

- Delivers measurable development check points
- Provides unlimited support with a Personal Coach for three months
- Offers positive feedback including areas of development

For the sponsor

- Adds real value to the initial training commitment
- Ensures the training process is more focused, serious, valued and individual
- Increases the value of training therefore results
- Frees up your time to focus on core business issues
- Security in the knowledge that the development of your team continues consistently
- Objective final progress report to assist in the appraisal/review process
- Increases staff retention and attracts higher calibre personnel
- Project managed, updated and maintained by Catalyst Business Dynamics

APSP™ Coaching – Developing the Right Habits

the APSP™ process for the delegate:

At the end of the course an initial Action Plan is completed and a copy is provided to us. We ask for your contact details, then your **nominated Catalyst Personal Coach** will then make Progress Calls after approximately one, four, eight and finally twelve weeks. Before a Progress Call we make contact either by telephone or email to arrange a suitable time for each session to take place and we will confirm this by email. In this way each you will expect a call from us and have time to prepare for the session and be available for it. At each Progress Call we confirm the progress of the Action Plan, discuss the results to date and understand and offer the direction and support for the next period. After each Progress Call a **Progress Report** will be sent to you. After the last contact a **Final Progress Report** will be sent to both you and your nominated sponsor unless otherwise agreed.



How does it work for you?

At the end of the course the delegate will complete an initial Action Plan. This is then followed up by a series of pre-arranged* telephone or email sessions:

***We want to catch you in - not catch you out!**

1 week reflection session with a Catalyst Personal Coach

- Reviewing the key learning points
- Setting goals
- Agreeing the initial steps

4 week assessment session with a Catalyst Personal Coach

- Reviewing the application of the key learning points
- Successes to date with evidence
- Setting goals and agreeing the next stage

8 week assessment session with a Catalyst Personal Coach

- Reviewing progress to date
- Successes to date with evidence
- Setting goals and agreeing the final stage

12 week review session with a Catalyst Personal Coach

- A review of your development
- A review of your implementation
- A review of your successes

We believe that developing the right habits is a critical part of the process to drive individual and corporate success. We hope you do too.

Terms and conditions

Both you and the sponsor sign this Agreement to Enrol on the APSP™. The final report is submitted to both you and your sponsor where agreed. Where a contact time is made and subsequently broken by you this will be treated as a Progress Call. No further action will be made by Catalyst until the next Progress Call. Where this is the last Progress Call the Final Progress Report will be sent as agreed. **You may contact the Catalyst Coaching Team at any time to discuss your area of development.** Catalyst will normally respond within 24 hours (excluding weekends). Should your nominated Personal Coach be unavailable we reserve the right to allocate another member of the Catalyst Coaching Team to you.