KINGSTOWN COLLEGE

The Leadership Conversation Programme

COACHING LED. AI ENABLED. PEOPLE FOCUSED.

Helping managers have the conversations that shape performance.

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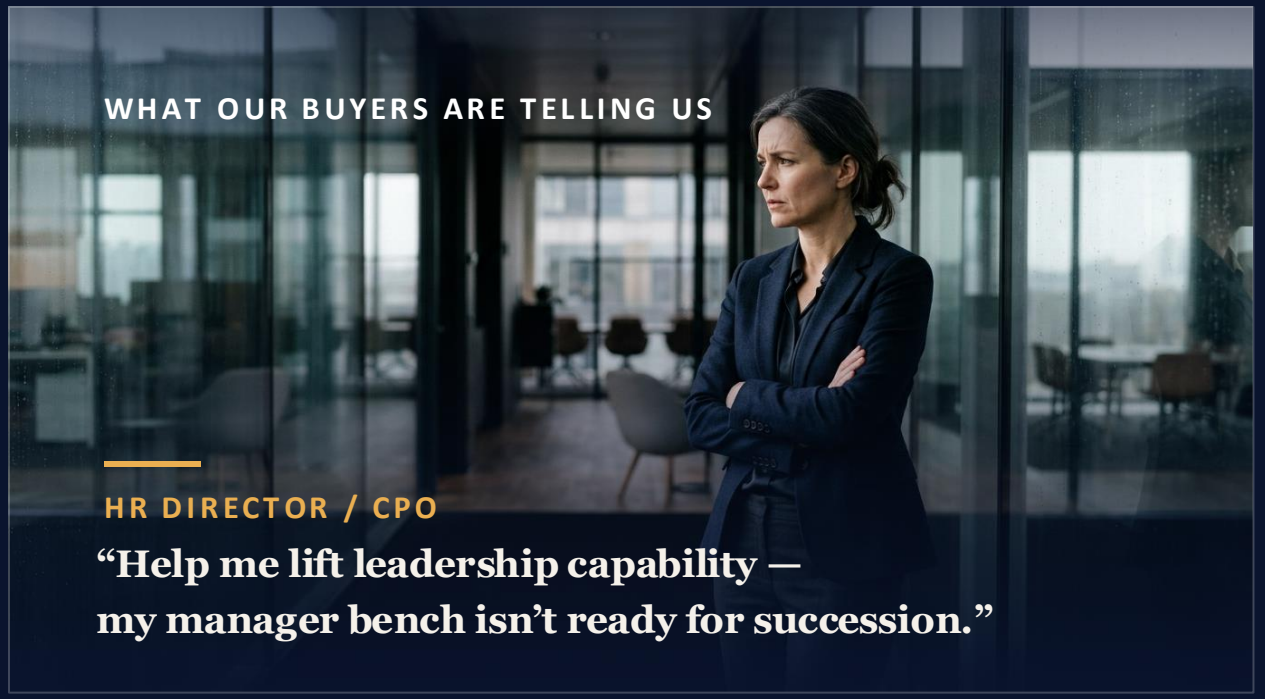
WHAT WE HEARD

“Help us have better conversations”

We asked over 100 HR, L&D and Operational professionals what the biggest gap is in their leadership and employee population.

It wasn’t a survey. We had an actual conversation with them. We listened.

WHAT OUR BUYERS ARE TELLING US



HR DIRECTOR / CPO

“Help me lift leadership capability — my manager bench isn’t ready for succession.”

HEAD OF LEARNING & DEVELOPMENT

“The training lands well in the room, then nothing changes back at work.”

SALES LEADER

“My managers can’t coach to the numbers, so the performance conversation never happens.”

CX / CUSTOMER CARE LEADER

“My team leaders need to coach and give feedback at scale, not just handle escalations.”

“Our work, our relationships, and our lives succeed or fail one conversation at a time.”

SUSAN SCOTT · FIERCE CONVERSATIONS

THE QUALITY OF THE CONVERSATION IS THE VARIABLE

CALENDAR MOMENTS

JANUARY

Goal setting & objectives

Align personal goals to business priorities for the year.

Q1 CLOSE

Development & growth conversation

Quarterly check on progress, capability and stretch.

JUNE

Informal mid-year review

Recalibrate priorities, surface obstacles, reset focus.

Q3 CLOSE

Development & growth conversation

Capability, career and engagement check-in.

DECEMBER

Formal year-end review

Performance, contribution and the year ahead.

CLIENT CASE STUDY

Turning strategy into higher performance one chat at a time.

Clearer expectations. Better performance conversations. More purposeful employee development.

100% **of participants**

Rated value, relevance to role and confidence at 4 or 5 out of 5.

92%

CONFIDENCE TO APPLY

Ready to apply the learning in everyday management with teams. All participants.

“The feedback was universally positive. Kingstown College helped our leadership team work through important organisational issues while striking the balance between maintaining focus and allowing the right discussion to flow. We are fortunate to have them as a partner.”

Willie Ruane · CEO, Connacht Rugby

STRATEGY · PERFORMANCE · DEVELOPMENT

Programme participant feedback: early self-reported confidence and relevance, not measured team-performance improvement.

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chanelle PHARMA

CLIENT CASE STUDY · CHANELLE PHARMA PILOT

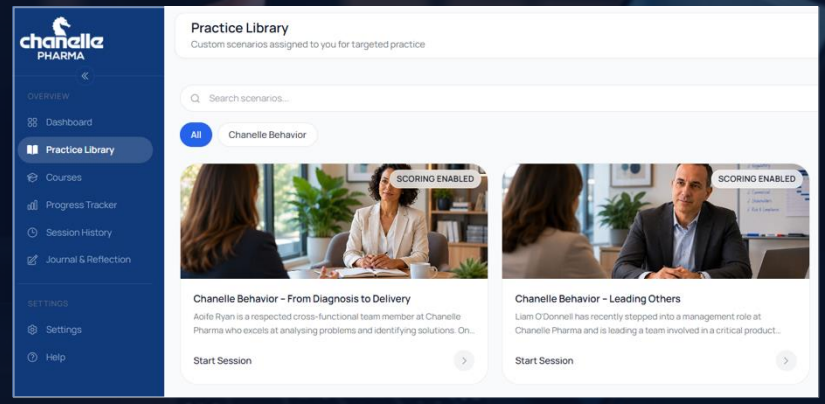
“Small adjustments that make a big difference”

PARTICIPANT, CHANELLE PHARMA PILOT GROUP

“I think the evaluation is great — even though you may have thought your session was pretty good, feedback can guide you to delve more deeply.”

“Leadership is a way of thinking, a way of acting, and most importantly a way of communicating.”

SIMON SINEK



Virtual Client — custom scenarios in use today at Chanelle Pharma.

HOW IT BECOMES REAL

Six integrated modules. Frameworks, tools and AI practice in each.

Grounded in Leadership Psychology, built on contemporary Coaching Methods, industry best practices practiced between sessions on Virtual Client.

01 Coaching Foundations

TOOLS GROW · SBI feedback · Trust Equation · SMART goals · coaching cadences

AI PRACTICE Foundational scenarios, with feedback on questioning style and coaching approach.

02 Coaching Intelligence

TOOLS Communication styles · situational leadership · adapting tone, questioning and pacing Understanding Diversity Dealing with Conflict

AI PRACTICE Integrated style-and-situation scenarios with adaptive response feedback.

03 Performance Coaching for Results

TOOLS Performance lifecycle · Skill, Will & Hill · 9-box talent grid · performance drivers - Difficult Conversations – Metrics and Numbers

AI PRACTICE Difficult performance conversations practised in AI scenarios; metrics translated into behaviour.

04 Team Coaching for High Performance

TOOLS Leader as facilitator · 5 Whys · Six Thinking Hats · metrics as a team system – huddles – accountability

AI PRACTICE Simulated team discussions, metric analysis with AI participants — conflict, silos, underperformance.

05 Coaching Growth & Capability

TOOLS 70-20-10 model ·situational based leadership - feedback calibration · circle of trust · reframing career growth

AI PRACTICE Career conversations practised in AI scenarios; development plans generated and tested.

06 Coaching for Engagement & Sustainability

TOOLS Pressure and load · early warning signs · trade-offs · prioritization - sustaining yourself as a coach - STS

AI PRACTICE Capstone simulation, trade-off mapping with AI feedback, and a “your team in six months” projection.

Customised around your organisation’s priorities, pace and performance agenda.

EXECUTIVE SPONSORS › SENIOR LEADERS › MANAGERS › EVERYDAY TEAM CONVERSATIONS

HOW IT BECOMES REAL

From leadership intent to everyday manager practice.

The programme cascades from executive sponsors and senior leaders to managers, and into everyday team conversations.

01

Consult, Discovery and Audit

Identify the business priorities, leadership conversations and measures that matter. Agree on proposal and plan of action.

02

Alignment on Leadership priorities and objectives.

Senior leadership alignment around expectations, language and sponsorship. Ensure they are confident to role model behaviours and conversations.

03

Deliver manager programme

Delivery of the Leadership Conversation Programme or modules within it to engage and support the middle manager population.

04

Practise, apply and embed

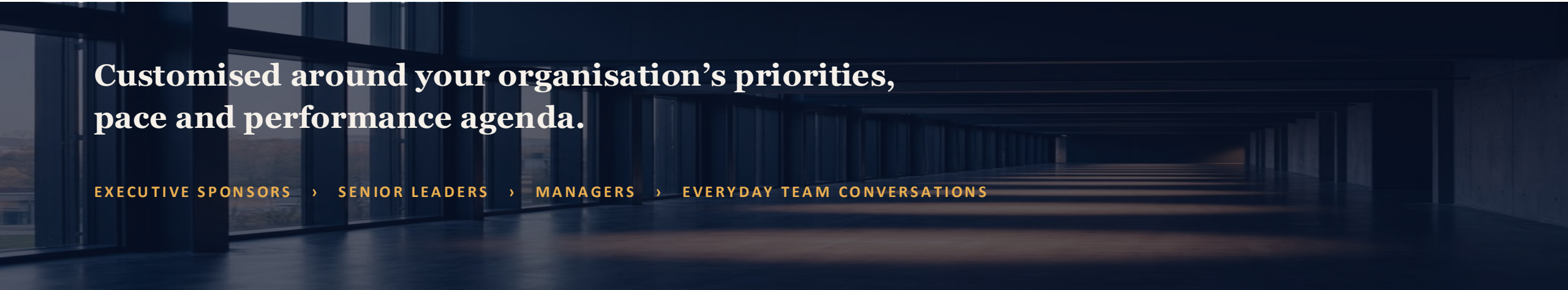
AI-enabled rehearsal, real-world application and ongoing focus on the conversations that matter.

05

Measure Impact on Priorities and Objectives

Measure HR, LnD and operational KPIs to analyse impact and any further support required.

Learning organizations will scale.



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THE OUTCOME

Better conversations.
Better leadership.
Better outcomes.

Let’s talk.