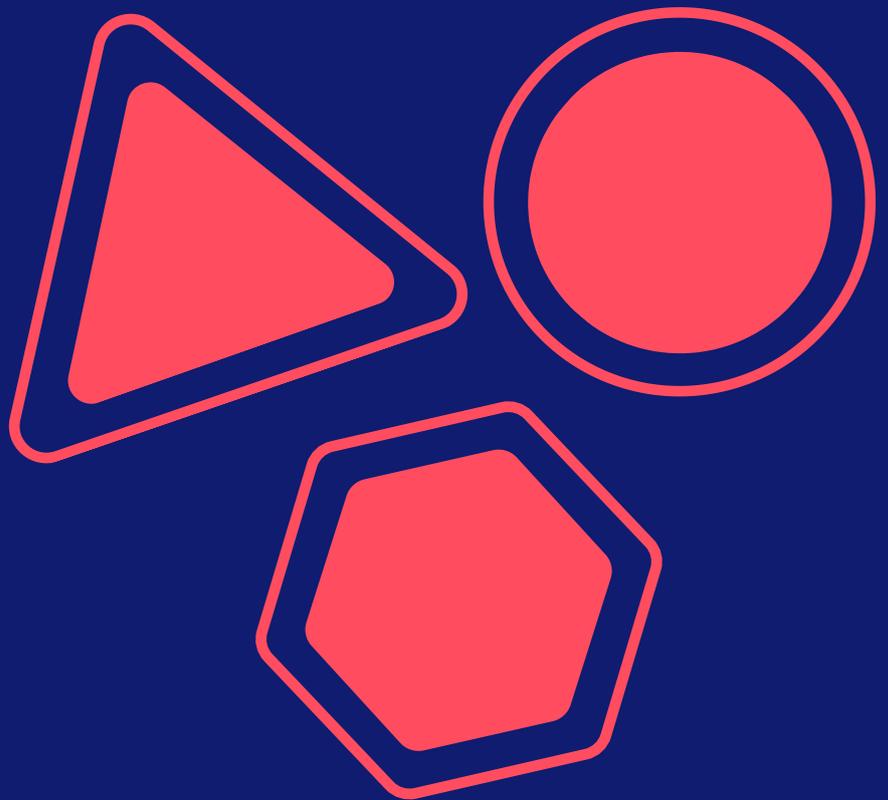


Our Services

Experiential learning, development and performance improvements with Saberr



At Saberr, we design experiences that are bespoke to the needs of your business, using a range of different services.

Whether you're looking to provide high impact leadership coaching or transform the approach you take to manage performance or organizational change, we'll help guide the design of your program based on your objectives, target audience and budget.

Our Services

In this section, we'll provide an outline of the four types of services we often use when building a program.

- **Live sessions** – Our live sessions are delivered in person, often at either a leadership offsite or integrated into a company day. They allow participants to engage more actively with the storytelling approach we tend to use, and typically last anywhere from half a day to three full days.
- **Masterclasses** – Our masterclasses are short, high impact sessions that are delivered virtually by expert coaches, to cohorts of up to 30 people. They last anywhere from 60 to 90 minutes, and offer a simple, but effective, way to not only introduce the program, but to also get people motivated. We also have a number of masterclasses that relate to developing the mindsets, habits and routines for success.
- **Coaching** - We offer three types of coaching; one-to-one coaching, team coaching, and peer group coaching. Each type encourage dialogue between our expert coaches and the individual or group involved, from which emerges the deep solutions to challenging systemic problems.
- **Train the trainer** - We also run train the trainer programs. If you have an in-house coaching team or a HR team that can support the program, we can help co-create a program for you.

Live Sessions

In both our live sessions and masterclasses, we often introduce storytelling and interesting narratives as a way to capture interest and motivate attendees. For example, we've found that stories of great leadership and great teams get people excited. It's also a wonderful way to frame discussions that relate to topical issues for participants. They have a place to listen and reflect, but also to share topics related to teamwork or leadership challenges that relate to the story being told.

Live sessions are a fantastic way to get people aligned and energized. They can be woven into your business cycle and be an integrated part of a company get together or a leadership offsite. Being together face-to-face for a period of time can be incredibly effective. We help you make the most of this opportunity by providing experiences that can only happen when your people are in the same place, without distractions, and have some much needed time to think and reflect. We can offer anything from a live presentation at a company day, through to a three day offsite with a leadership team. Our lead trainer has run these programs in over 60 countries around the world, with senior leadership teams from the likes of Microsoft and Mercedes Benz.

Masterclasses

Our masterclasses are delivered by expert trainers, virtually via Zoom, to cohorts of up to 30 people. They feature enlightening lessons and interactive discussions that not only help transfer knowledge and bring important topics to life, but also enable individuals, teams and organizations to flourish. The sessions achieve a range of objectives:

- Introduce the programs, by creating a narrative and engagement, while getting everyone aligned.
- Help overcome cynicism, lethargy and resistance to change by engaging openly and honestly about the reasons to change, while the habits and routines that drive success.
- Build capabilities such as critical leadership skills, whilst creating a space for self-reflection and interaction.
- Build a community and help attendees develop and strengthen their working relationships with one another. These sessions can transform mindsets, and improve how employees see themselves and others, which is crucial for behavioral change.
- Generate powerful insights that can be shared and multiplied. Qualitative insights from these sessions can be combined with quantitative insights from the platform, increasing understanding of both the drivers of change and outcomes achieved.

Coaching

Coaching involves “unlocking people’s potential to maximize their performance”. We offer different types of coaching from some of the best coaches in the world. This includes:

- One-to-one coaching for managers, helping them develop as leaders.
- Team coaching to unlock the potential of an entire team, which is more than the sum of its parts.
- Peer group coaching to develop cohorts of leaders together.

We will co-create a program with you to determine the right focus, frequency and duration of these sessions, based on your organization’s needs.

One-to-one coaching

One-to-one coaching provides your employees with personalized development opportunities that support not only their own ambitions, but also those of your organization. You can align a coaching and professional development focus to your organization's goals, all the while tracking progress and measuring outcomes through the use of our technology. Our one-to-one coaching sessions can support managers through a range of topics including:

- Career progression and growth
- Developing in their new role as a manager or leader
- Building confidence and competence
- Finding meaningful work
- Becoming a coach to the team
- Establishing wellbeing and resilience
- Managing relationships and handling difficult conversations

Team coaching

For the vast majority of organizations, work gets done (or undone) in teams. The problem, however, is that many teams don't perform to their full potential. This is often due to a lack of great leadership, and a lack of the team habits that support effective teamwork—and subsequently, high performance.

Team coaching helps improve the effectiveness and cohesiveness of workplace teams. More specifically, it focuses on helping leaders work with their teams to improve morale, productivity, engagement, and even wellbeing.

It's also usually best driven by an organizational need which defines specific, desired measurable results in a limited time frame. This enables teams to achieve outstanding performance improvements.

Our team development sessions can cover a range of topics, including:

- How the team can become crystal clear on its purpose.
- How the team can become clear on the goals that need to be achieved, and the behaviors and mindsets that are needed to achieve these goals.
- How the team can make the most of the unique talent and experiences that every individual brings to the team.
- How they can optimize and balance both leadership and followership within the team.
- How the team can ensure that what they do is sustainable over time and develops their wellbeing.
- How they must bridge boundaries with other teams across the organization, developing a “team of teams”.

Peer group coaching

Peer group coaching is ideal for bringing people together who have no formal accountability to or interactions with one another, but are relatively equal in terms of their experience and position. These sessions specifically provide an opportunity for managers to experience collective shared learning, build resilience, ask questions, and hold one another accountable for actions.

They also create a safe space for like-minded leaders to experiment with new practices, and incubate the successes that can grow into systematic cultural change.

Topics that can be covered in these peer group coaching sessions include:

- What challenges and opportunities can we share together as we develop in our careers?
- What different perspectives and experiences can we share as we discuss these challenges? How can we learn from each other?
- What are the commonalities and differences and how can we better understand our strengths and blind spots?
- How can we practice new skills in a safe space including listening, being vulnerable, getting comfortable with others' perspectives?
- How can we practice asking insightful questions, helping people find their own solutions?
- Who will keep me accountable? Can group members give me regular feedback and input on progress as we share goals and plans?
- How can we provide a mutual support network?

The relationships developed in these sessions often continue beyond the formal peer-group process. One of the benefits of peer group coaching is that it gives coaches and attendees the opportunity to model the behaviors they take out of the sessions. They can help develop a climate of trust and support with a shared commitment to confidentiality. They can witness an environment with psychological safety, so they feel comfortable revealing doubts and weaknesses with honesty.

Participants also take responsibility for helping others improve rather than just pointing out their mistakes or weaknesses. They give honest feedback and get the right balance between being overly positive (creating complacency) or negative (creating defensiveness). They listen actively and ask relevant, probing questions.

Train the trainer

Our train the trainer programs are great if you already have an in-house coaching team, or a HR team that can support the execution of the program. We will specifically work with you to ensure that your team is comfortable integrating digital tools into their practice, in order to reinforce learning and maximize the effectiveness of your program.

This program will typically be split into two 3-4 hour sessions, and will not only cover the capabilities of the platform in detail, but will also give your in-house coaching team the chance to experience the software just as their teams on the ground will—learning by doing.

Example Leadership Programs

While the duration of our programs will ultimately depend on the needs of your business, they typically run over the course of 6, 9 or 12 months, and will integrate a mix of coaching formats.

While they will be bespoke to you, we've included some examples of what a leadership program with Saberr might look like below.

New manager program

Historically, you've had a limited budget to develop leaders within your organization. This means that some managers have received little or no management training at all. Subsequently, there's a lack of consistency in what is expected of people managers. As you enter the next phase of your growth, you want to ensure that more consistent standards are applied, and recognize the impact this will have on both performance and employee retention.

You want to get started quickly and need to run a program that can be delivered entirely remotely. We would therefore co-design a program using a blend of masterclasses (some that we have previously run and some entirely bespoke), as well as the digital platform. The program will be up and running within five weeks, and it emphasizes key themes related to achieving your business and people strategy.

To get started, we would connect with a cohort of managers across the business, in groups of 30, with several introductory online masterclasses. These are engaging sessions that develop a common narrative for the reasons for change, and ignite interest and unlock energy. Your leaders would then be given access to the platform to run important follow on sessions with their own teams.

Continued support would also be provided through follow-on masterclasses throughout the year, exploring themes that arise as the program develops. A number of managers and teams would also be offered one-to-one and team coaching support, and the Saberr platform would be made available across the business. It's also integrated into Microsoft Teams, meaning your employees wouldn't have to use yet another system.

High-touch senior leadership team offsite

Your senior team wants time to get aligned on key issues. It is recognized that creating clarity at the top is an important first step for an important phase of growth. The top team have had to be somewhat reactive through the pandemic, and are keen to get together, in person, to build the social capital that's important for an aligned top team.

With this type of program, we would match the right coach for the team and industry. This coach would then design a highly customized three day session with the senior team. This would involve stakeholder interviews and extensive preparation to design the session, delivered as part of a management retreat. The session itself would be based on a really engaging narrative, ultimately based on a leadership classic. This approach is great for engaging everyone in the team. It opens up real connection, and ensures that home truths and honest debate happen in a safe and supportive environment.

Continued support would also be built into the program, through ongoing one-to-one and team coaching sessions. These would be scheduled throughout the year, to continue building clarity, alignment and intensity amongst the top team.

The coach would typically support you in the first few sessions, until the team has a good model they are comfortable working with and can effectively self coach. The leadership workshop would primarily be driven through face-to-face interactions, although a couple of the sessions included would be facilitated using the digital platform. Typically, the senior team would then see the potential to cascade leadership and teamwork capabilities at a viable cost, across the wider business.

Supporting hybrid teams

Along with most of the world, your organization of 1,500 people switched to a fully remote working model during the pandemic. But since returning to the office, it's become clear that there is a lack of clarity over how teams should be working effectively in this new hybrid environment. To tackle this challenge, we would start by running a discovery offsite with both HR and senior management, to explore and clarify the new working practices. This would include defining some agreed common standards across the business, while offering enough autonomy for teams to self manage as well.

The Saberr platform would then be made available to teams that want to use it to support their ways of working, and to ensure they're developing the habits and routines needed to drive successful behavior change, and ultimately high performance in teams. Following this, we would monitor take up, satisfaction, and impact.

With the central HR team including some in-house coaches, we would also offer a Train the Trainer program, enabling them to better understand the tools and resources available on the platform.

To communicate the approach to hybrid, the leadership team would then connect with the entire organization to communicate the general organization principles. At this session, the leadership team might indicate that teams have the autonomy to develop great working practices that take account of the needs only they can understand. These teams would also be offered access to the Saberr platform.

Managers that sign up would be organized into cohorts of six, to share their experiences of working hybrid. They would also be supported by the central HR team that will provide coaching support—occasionally with our support for some sessions. From these sessions, and from the utilization of the platform, we would generate quarterly insight reports that outline how hybrid working is evolving and which working practices are most successful.

Manager as coach

As part of a wider organizational change program that is moving the organization to more agile practices, the HR team has identified the need to increase the capabilities for managers across the organization to coach team members and teams. There's a real need to have an impact at scale, reducing the costs from previous leadership programs. The organization also needs sustainable ROI.

To support this challenge, we would design an initial two-month pilot program, testing different formats for different teams. These would combine masterclasses and different approaches to coaching. We would also monitor the success from use of the digital tools. Following completion of the pilot, we would gather feedback, providing some strong signals of which kinds of teams benefited from which interventions, and how best to align the digital resources with the existing performance management approach and expectations. The platform would be customized and at the end of the pilot, the expected time a manager requires to set up coaching conversations would be reduced significantly. With this type of program, feedback usually indicates that the quality of the actual conversations improve significantly.

Based on lessons from the pilot, the full program would be launched using the three key pillars; masterclasses, peer coaching, and digital. Masterclasses with cohorts of team leaders, would be led by one external and two internal trainers. Subsequent waves of masterclasses would then be delivered by your in-house team. Peer group coaching with sets of seven team leaders, each in breakouts with clear commitments to their peers. It is recommended that these groups meet every six weeks, with mutual accountability for how they are developing their teams. HR and team leads would then receive a quarterly review of program insights, both quantitative and qualitative.

Experiential coaching reinforced with digital

In many coaching programs, there is a chasm between what gets taught and what gets put into practice in a real world setting. By integrating digital coaching into the program, we close that chasm. We do this in several ways. Firstly, we deliver contextually relevant learning resources to managers at the moments they need them most. This includes conversation guides for meetings, techniques, tips, and even team exercises. We also use nudges to prompt these managers into developing the habits and routines needed to lead highly effective teams.

For example, we might educate them about the importance of giving and receiving feedback, and provide them with practical guidance on how to actually provide constructive feedback in either a masterclass or a coaching session. But without the means to put this into practice in the flow of their day-to-day work, much of this learning can be forgotten. The Saberr platform not only ensures this doesn't happen by reinforcing this learning, but it can also deliver timely nudges to ensure they are committing to developing this particular habit.

Finally, our software provides invaluable analytics that gives HR the insights they need to make more strategic decisions. We would specifically:

- Provide a heatmap highlighting the managers and teams that need support in certain areas.
- Help organizations understand how habits are developing.
- Provide course completion data and learning activity.
- Provide text analysis of cross team collaboration.
- Help HR understand correlations such as the impact that team reflection has on psychological safety, for example.

**Find out how Saberr
can help your teams
perform at the top of
their game.**

Schedule a call today.

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