



ORGANISATIONAL DEVELOPMENT SUPPORT

Helping People & Organisations Thrive Together

Carver Coaching is a team of experienced organisational development and coaching professionals with a passion for leadership, culture, and change. We offer award-winning support in organisational development, leadership growth, and team effectiveness.

At our core are strong values—honesty, compassion, and deep listening. We lead with integrity, curiosity, and courage, embracing innovation and accountability. With an open approach and a commitment to quality, we work purposefully to support organisations, challenge injustice, and drive meaningful change.

Our tailored coaching, mediation, and team interventions help organisations navigate change, build resilient cultures, and create lasting impact through empowered people.

In 2024 we partnered with **28 teams**

We've tripled our team of Associate Coaches in just 12 months from **6 to 18**

140 Number of professional coaches we've supported with CPD in 2025 (to date)

91% growth achieved over the past four years (2021-2024)

3048 leaders have completed one of our development programmes since 2021

3053 people currently subscribe to our mailing list



Lisa Carver
Executive
Leadership Coach



Ollie Smedley
Executive
Leadership Coach



Jennifer Dootson
Executive Leadership
Coach



Ann-Marie Burbidge
Executive Leadership
Coach



Steve Foye
Leadership Coach



Anthony Carver
Coach & Global
Communication Skills Consultant



Bethan Douglas
Leadership Coach



Lynne Tapper
Neurodiversity
Coach



Hilda Barrett
Executive
Leadership Coach



Naheed Nazir
Executive
Leadership Coach



Katy Draper
Executive
Leadership Coach



Sarah Clein
Professional
Certified Coach



Rebecca Khanna
Associate Certified
Coach, PhD



Tracy Millett
Leadership & Career
Transition Coach



Andy Powell
Executive
Leadership Coach



Carmel Fell
Executive
Leadership Coach



Maria Richardson
Executive Leadership
Coach



Dr Karen Sankey
GP & Therapeutic
Coach

We work in true partnership with our clients — listening closely to your challenges and goals, offering practical, meaningful support that leads to achievable outcomes.

Our experienced coaches and organisational development experts guide teams and leaders through periods of change, helping to strengthen leadership capability, build high-performing and resilient cultures, and create lasting impact.

We're proud to have collaborated with several NHS organisations, as well as many of the UK's leading names in healthcare, industry, and local government.

Whether you're a large organisation or a small team, we offer tailored support to help you succeed.

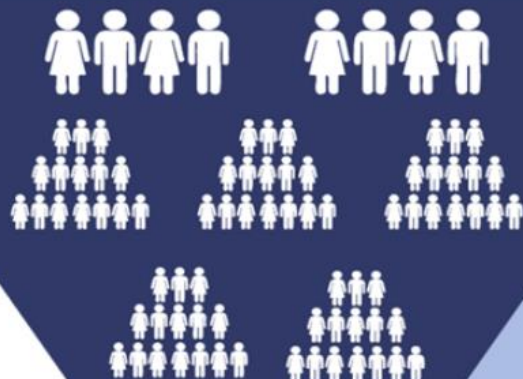


We support organisational development through expert insight into human behaviour and systems, delivering tailored interventions for individuals and teams.

Our services help identify challenges, align leadership, strengthen team dynamics, and develop practical solutions together. We offer one-to-one coaching and group workshops focused on leadership, conflict resolution, values, performance, and resilience.

Ideal for organisations navigating change or seeking stronger collaboration, our structured process—from discovery to evaluation—drives lasting improvement

AREAS WE OFFER SUPPORT IN:



- Newly formed or restructured
- Culture change
- Conflict
- High Performance Team Development
- Exceptional pressure, New Challenges
- Workplace mediation
- Leadership development
- Psychometrics & Diagnostics
- Skills & Capability Development
- Away days

TEAMS, GROUPS OR DIVISIONS



- One-to-one coaching
- KPI's, change, resilience, leading through others, wellbeing

INDIVIDUALS

We design and deliver tailored team interventions, ranging from a half-day session to a 12-month programme, shaped around your specific goals.

Whether you're navigating organisational change, forming new teams, or addressing conflict and underperformance, we create space for honest dialogue, deeper collaboration, and shared accountability.

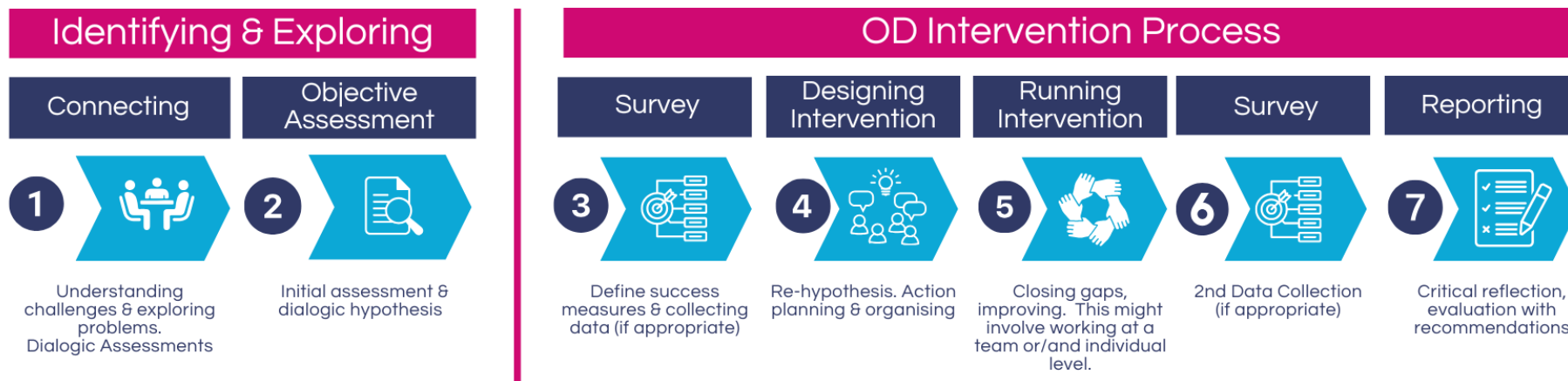
Delivered virtually or in person, sessions can focus on outcomes such as improving performance, building trust, improving wellbeing, strengthening relationships, and aligning on purpose, roles, and goals.

We partner with HR and People teams to unlock team potential, even in high-pressure environments.

“ The leaders that have participated in the workshop have tools that they can immediately start to use within their teams, and they feel comfortable and prepared to do this, because of the way the session was structured and delivered. ”

Karen Uttley, Deputy Chief People Officer, Ashford and St. Peter's Hospital NHS Foundation Trust

The Team Intervention Process

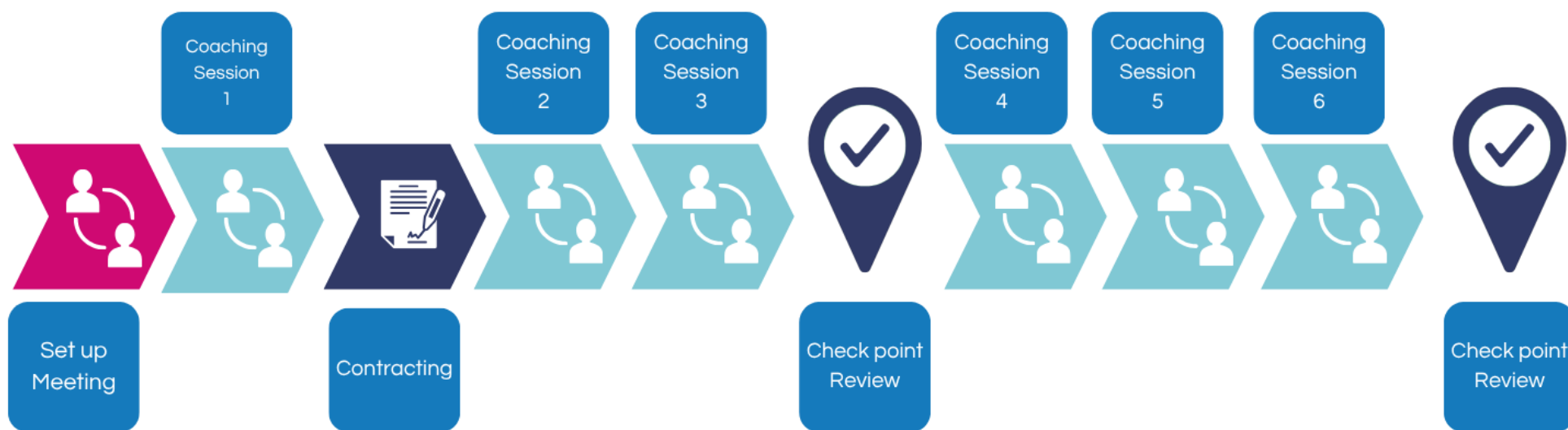
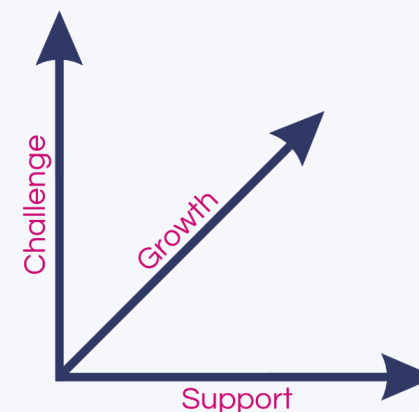


One-to-one executive coaching is a tailored and confidential program designed to help leaders strengthen their performance and navigate work-related challenges.

Typically delivered over six 90-minute sessions and spaced a month apart, it focuses on individual goals and leadership development.

The coaching encourages self-awareness, new habits, and practical action to boost both personal and team outcomes.

While each session is private, common themes across an organisation can be shared to support broader development.



From bite-sized two-hour workshops to immersive 12 month programmes, our learning experiences are tailored to your organisation's needs.

We take a coaching-led approach, facilitating reflection, discussion, and self-discovery rather than delivering passive instruction.

Learners are encouraged to explore their own experiences, challenge assumptions, and generate insight that sticks.

Our facilitators guide with open ended questions, enabling participants to take ownership of their development, build confidence, and apply learning to real-world challenges.

Here are 16 of our most popular topic areas, each one can be adapted, scaled, or combined to create a bespoke programme.

Learn more about these in-demand courses on the next pages

1. Building Strong Relationships in a Digital World

2. Coaching Skills for Leaders

3. Courageous & Difficult Conversations

4. Appraisal, Supervision & Career Conversations

5. Emotional Intelligence & Self-Awareness

6. Conflict Navigation & Behavioural Dynamics

7. Wellbeing, Stress & Resilience

8. Motivation, Belonging & Retention

9. Psychological Safety & Trust Building

10. Team Coaching & Collective Leadership

11. Innovation & Change Leadership

12. Managing Up, Across & Politics

13. Strengths-Based Performance

14. Purpose, Values & Personal Power

15. New Manager Foundations

16. Communication Essentials & Transactional Analysis

Today's workplace has fewer natural client touchpoints, and digital communication has replaced much of the rapport that once built trust. This programme equips your people to rebuild confidence, deepen client conversations, and turn isolated transactions into lasting partnerships.

Through practical tools, coaching techniques, and live application to real client challenges, participants will:

- Strengthen listening and questioning skills
- Learn strategies for trust and influence
- Build confidence to engage and hold meaningful conversations
- Create plans to grow key accounts and retain clients

Available as a one-day immersive workshop or modular series, with optional 1:1 coaching for key individuals.



Equipping managers with coaching skills transforms how they lead and get the best from their teams. Across these four modules, managers build the mindset, motivation and practical skills to inspire and engage others. They learn how to unlock potential, support wellbeing and empower people to take ownership and solve problems. The result is improved productivity, lower staff turnover and stronger, more resilient team culture.

Creating a coaching culture drives collaboration, trust and innovation, giving your workforce the ability to adapt quickly and develop talent from within. Book this course to build confident, capable leaders who create a thriving, high-performing organisation.

01



FOUNDATIONS OF COACHING

Discover what coaching is, understand behaviour drivers, stress and resilience basics, and create optimum conditions for growth. Build confidence and practise listening and coaching conversations from the start.

02



MINDSET & MOTIVATION

Explore the neuroscience of behaviour and happiness, develop powerful questioning skills, deepen self-awareness, and use appreciative inquiry to help yourself and others thrive through challenges.

03



COACHING FOR TEAMS & CHANGE

Learn transactional analysis, problem-solving models, goal setting, and team culture tools. Practise empowering questions and learn to support individuals and teams through change, conflict, and improvement initiatives.

04



ADVANCED COACHING PRACTICE

Master difficult conversations, recognise subtle coaching signals, and support career growth. Embed bold, creative coaching techniques to strengthen trusted relationships and create lasting impact.





We host a supportive professional development group in partnership with the ICF, meeting every two months.

Each session explores a relevant coaching theme or model and includes facilitated networking to support your growth.

Open to ICF members, other professionals, and new coaches, this group offers a chance to learn, connect, share insights, and build meaningful relationships.

After each event, you will have the opportunity to apply for ICF CCEU points.

Recent topics include:

- Is Psychological Safety Enough in Coaching?
- An Unconference
- Finding Your Authentic Self & Sustaining Wellbeing
- Neurodiversity in Coaching
- Coaching for Resilience
- Lego: Creative Play with Purpose



"Surrey Coaches Network provides a supportive environment filled with ideas, motivation, and shared wisdom, offering space where creativity sparks and connections deepen."

New or established coaches alike benefit from rich development experiences and welcoming peers.

Uplifting, inclusive, and highly recommended."

Mediation provides a safe, structured way to resolve issues early and effectively.

Mediation is particularly effective when:

- working relationships have broken down or are under strain
- communication has become difficult or hostile
- there's been a disagreement about roles, responsibilities, or behaviour
- formal processes (e.g. grievance procedures) feel too heavy-handed or adversarial
- you want to protect relationships and retain staff.

Mediation is voluntary, confidential, and led by an impartial mediator. It focuses on understanding and moving forward—not assigning blame.

With a **success rate over 90%**, mediation is a fast, cost-effective way to resolve conflict and rebuild relationships—less disruptive than formal HR processes. It also fosters a culture of early, proactive problem-solving.

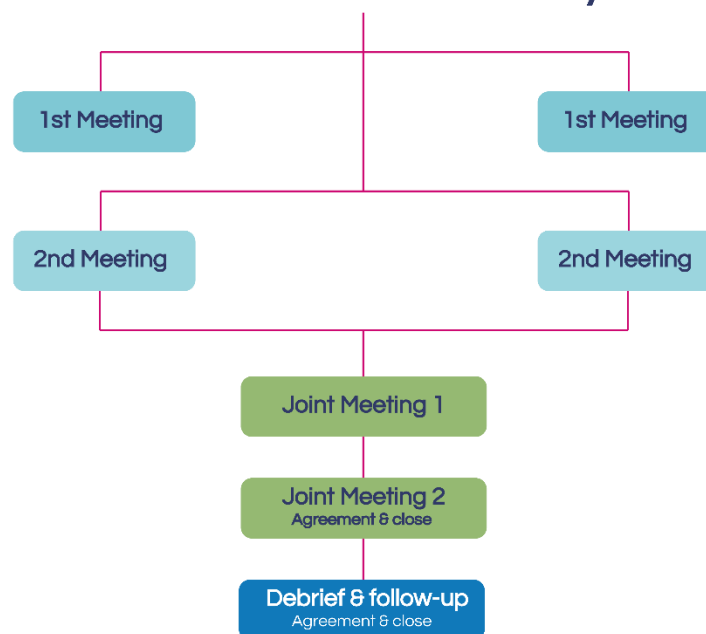
We follow the **FAIR Mediation Model** developed by TCM.

Referral

Preparation & securing a commitment to mediate

Individual confidential meeting(s) with the parties

The Mediation Day



Follow-up Support

Follow-up support at 1,3,6,9 & 12 months to check in & help sustain progress



NORTH LONDON CASE STUDY

April 20 - Nov 20

CONFLICT • TRUST • COLLABORATION • COMMUNICATION • ACCOUNTABILITY • EQ & SKILLS DEVELOPMENT • PERSONAL/ORGANISATIONAL SAFETY

THE BRIEF

In this senior leadership team, executive members, not team dynamics but personal trust, collaboration and communication, regarding senior business and team strategy, that at meeting, as a priority in culture of trust, allowing it to flow back to them. The project focuses on building trust, fostering collaboration, and enabling effective teamwork to enhance leadership abilities across the team.

AT A GLANCE

Approach

- 12 team development sessions
- Personal Development
- Personal Development
- Personal Development

Time frame

- 6 months

THE SOLUTION

Before we started working with the team, we conducted extensive research including a team survey (90% 4/5), team design and team design and team design. The research showed the team of 10 to be a team of team design and team design. The project includes a team design and team design of 10 to be a team of team design and team design.

THE OUTCOMES

1. Improved team working
2. Improved team working
3. Improved team working

The information in this document is confidential and should not be shared outside the organisation. It is for the use of the senior leadership team only.

BIRMINGHAM CASE STUDY

Oct 20 - June 21

LEADERSHIP • TEAMWORK • PSYCHOLOGICAL SAFETY • COLLABORATION • ACCOUNTABILITY • GROWTH

THE BRIEF

The project focuses on building trust and interpersonal relationships within the team. The team is a mix of experienced and new members, and the project aims to build trust and interpersonal relationships within the team. The project includes a team design and team design of 10 to be a team of team design and team design.

AT A GLANCE

Approach

- Team Design
- Team Design
- Team Design

Time frame

- 6 months

THE SOLUTION

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THE ALLIANCE CASE STUDY

Feb 20 - Aug 21

LEADERSHIP • ALIGNMENT • INTEGRATION • EMOTIONAL INTELLIGENCE • TEAMWORK

THE BRIEF

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AT A GLANCE

Approach

- Team Design
- Team Design
- Team Design

Time frame

- 6 months

THE SOLUTION

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MY LEADERSHIP WAY CASE STUDY

Jan 20 - present

LEADERSHIP • PERSONAL DEVELOPMENT • TEAMWORK • COLLABORATION • ACCOUNTABILITY • GROWTH

THE BRIEF

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AT A GLANCE

Approach

- Team Design
- Team Design
- Team Design

Time frame

- 6 months

THE SOLUTION

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info@carvercoaching.co.uk



carvercoaching.co.uk



[linkedin.com/in/lisa-carver](https://www.linkedin.com/in/lisa-carver)



[@carvercoaching](https://www.instagram.com/carvercoaching)

