The Resilience Institute

PILLAR 3 · INTERPERSONAL RESILIENCE · 3.1

The Everyday Coach

Managers who coach in everyday conversations.

Most managers are promoted for what they know, then expected to bring out the best in others. The Everyday Coach turns every one-to-one, check-in and huddle into a coaching moment, with skills practised in peer groups so they stick. It builds on our Thriving Together team coaching.

At a glance

FOR	People managers and team leaders
FORMAT	Multi-session journey with peer groups
DELIVERY	In person, virtual or blended
STARTS WITH	Each manager's Resilience Assessment

WHY ORGANISATIONS BRING US IN

- Managers tell and fix instead of coaching
- Check-ins cover tasks, not the people doing them
- One-off training fades without practice

WHAT MANAGERS LEAVE WITH

- **Full attention** when they listen
- **Better questions** that build ownership
- **Human check-ins** that spot strain early
- **Steadiness** their teams can lean on

THE PROGRAMME — From me to we, one conversation at a time

1 · ME
Coach yourself first
Master pressure, keep a clear head and stay calm when emotions run high.

2 · CONVERSATIONS
From telling to asking
Listen fully, ask questions that open thinking and run check-ins that matter.

3 · WE
Build a safe team
Flex to different styles, keep optimism realistic and make it safe to speak up.

"Make common sense into common practice."

HOW IT RUNS — Learn together, practise in peer groups

1. **Assess** — Resilience Assessment and a team baseline
2. **Learn** — Short, interactive sessions on each building block
3. **Practise** — Peer coaching groups and buddies between sessions
4. **Embed** — Real conversations, follow-up and re-measure

Go further: grow into Coach Certification, or add Thriving Together team coaching for the leadership team.

BUILT ON THRIVING TOGETHER · JDE COFFEE APAC

100+ leaders across 8 leadership teams

4.6/5 average rating across 5 cohorts

+60% resilience ratio at the China plant

Team coaching also run for Nestlé, Sanofi and L'Oréal.

> *"The session had been instrumental in helping my leadership team to step into a higher level of mutual trust and collaboration."*
>
> **Senior leader, JDE Asia Pacific, 2023**

WHY THE RESILIENCE INSTITUTE

- 22 years of resilience research
- Led by Manish Arneja, executive and team coach
- Trusted by JDE, Nestlé, Sanofi, L'Oréal and Shell

B Corp Certified · ISO 27001 · ICF CCE Provider · HRM Asia Gold 2023

Build a coaching culture, one manager at a time

Book a 30-minute conversation on your managers' needs, plus a free Resilience Assessment for up to 5 people.

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Explore the series