

NEW



- Nurturing Talent
- Building Confidence
- Developing Passion
- Assisting Self-Discovery
- Gaining Life Skills
- Bridging Cultural Differences

Global Elite Coaching

Career Progression Programme Information Pack

Your path to success!

MESSAGE FROM THE CEO



Carrie Waley
Founder and CEO of Mandarin Consulting

“During the last few decades in China, many people’s lives have changed for the better. At Mandarin Consulting, we continue to improve young people’s lives through helping them to start and build their international career and become a future global elite.”

ABOUT MANDARIN CONSULTING

Mandarin Consulting is the Global Elite coaching career industry leader, arguably offering the most comprehensive and effective cross-cultural career enhancement service for Chinese students, graduates and professionals. Mandarin Consulting’s mission is to change people’s lives.

Our highly experienced Western coaches have helped thousands of ambitious Chinese students and graduates to secure positions in top-tier global firms and further supported them as working professionals, towards achieving their career goals. Strategically based in the UK, US and China, Mandarin Consulting provides worldwide Global Elite coaching, enabling our clients to succeed in the highly competitive, global job market for internships and post-graduate employment and achieve their aspirations to become global elites.

For more information, please visit us at www.mciworldwide.co.uk

Our Mission is to Change People’s Lives

We enable Chinese students and graduates to launch and progress their international careers effectively.
We help them enter top-tier global firms, succeed in their careers and become future global elites.

ABOUT OUR CAREER PROGRESSION PACKAGES

Executive Coaching for Career Success as a Global Elite

Achieving your career goals and ambitions brings you a huge sense of accomplishment and success. It is a further step towards becoming a global elite, a future leader. The road to achieving your potential also brings many demands and challenges.

Mandarin Consulting’s Career Progression Coaching provides the ideal support and expertise for you to achieve your career and personal goals. Mandarin Consulting has a team of highly skilled global elite coaches who are experienced professionals with successful global careers. They will coach you to achieve your goals and ambitions and realise your potential.



OUR COACHING OFFERS TO YOU

Our coaching supports anyone who is already working and interested in how to progress and succeed in an international company based on Western values and become a global elite.

Our coaching will be tailored specifically to your needs. It will cover the kinds of issues you are facing and how to overcome them successfully. It will include how to perform well in your role and move to the next role, make the most of your potential and stand out. It will build your ability to operate successfully in an international company. It will answer your questions and deal with any uncertainties, allowing you to remain confident and achieve success. Your coach will work with you to make the most of opportunities and support you to put in place a plan of the best actions to progress and succeed.

CLIENT BENEFITS

- Progress quickly, be outstanding and make the most of your potential
- Improve your performance by dealing competently with day to day issues
- Enhance your ability to cope with pressure and manage your time
- Understand and demonstrate company values and performance criteria
- Build strong working relationships, network and socialise effectively
- Develop confidence, strong presence and impact
- Demonstrate initiative and leadership skills
- Appreciate and embed Western values
- Plan your next career steps and receive the necessary support to succeed

OUR GLOBAL ELITE COACHING TEAM

Our coaches are a large team of skilled Western professionals with all the business, corporate and management experience needed to support you.

Our coaches are senior professionals and executives who have themselves achieved career success in many industries including: Banking, Finance, FMCG, Legal, Investment, Media and Marketing industries. All have worked in Western international firms using English as their first language and use their in-depth, first hand experience of working in a commercial environment. They know what makes individuals successful in their careers.

They are dedicated, skilled and knowledgeable about Western business culture and practices and cross-cultural career coaching. Most have lived and worked in several countries. They provide individual, tailored coaching so professional clients can realise their career and personal dreams and become future global elites.



Bernadette Rogers



Caroline Finlay



Carolyn Hawley



Catherine Jones



Flora Moxon



Frederic Massey



Jennifer Langrish



Lisa Phillips



Mark Mortimer



Monica Chetal-Sharma



Nicola Battle



Paul Fitzpatrick



Peter Ward



Sarah Olsen



Vera Urban

[VISIT OUR WEBSITE TO VIEW MORE COACHES](#)

GLOBAL ELITE COACHING CAREER PROGRESSION PACKAGES

Executive Coaching for Career Success as a Global Elite



Coaching Hours: 60 hours*



Coaching Hours: 40 hours**



Coaching Hours: 20 hours***

A programme of cross-cultural executive coaching delivered by expert Western coaches. These package supports ambitious professionals to achieve inspiring career goals.

* In addition to coaches' preparation time of 15 hours
** In addition to coaches' preparation time of 10 hours
*** In addition to coaches' preparation time of 5 hours

Our Career Progression Coaching packages give you:

- 1 to 1 Career Progression Coaching with our experienced coaches, tailored to your individual needs
- A supportive working partnership with your coach
- The opportunity to work with one coach or several different coaches as part of your package
- On-going coaching over many months, building up your knowledge, understanding and skills
- A confidential platform to assess whether you are doing things right and discuss ideas, concerns and the best way forward

Topics within our Career Progression Coaching packages will be discussed individually and will be tailored to the specific situations or challenges you are facing. This will give you the individual support you need. Each topic may require several hours of coaching. Typical topics can include the following:

- 1) Objectives setting. Clarify what your career and personal goals are and what success means to you personally. Review your career progress so far, what has gone well and where you need to make improvements. Agree the important topics you want to focus on your coaching and your coaching Personal Development Plan. Set clear objectives and define the specific results you want to achieve, agree ongoing SMART targets and review your performance with your coach to make progress with every coaching session.
- 2) Strong performance in your role. Understand how your employer is assessing you and how to perform strongly. Your employer may be looking for you to show good problem analysis, teamwork, judgement and decision-making, communication and impact, drive and commitment, planning and organisation, innovation and integrity. Understand what competencies like these mean in your role and how to develop them and perform better. Be proactive and develop your role rather than just being reactive to all the tasks that come your way.
- 3) Performance appraisals. It is important to get the most out of your performance review. Recognise your strengths and development areas, identify and quantify your achievements and make a record of successes to be used as evidence when preparing for appraisals. Set clear targets for yourself, based on departmental and company objectives and strategy. Respond to feedback in a proactive and constructive manner.
- 4) New areas of work. In your role, you may be given new responsibilities and tasks. You may feel out of your depth or that you are missing some background knowledge and understanding. Alternatively you may feel confident

but want to perform at your best. Your coach can cover how to best deal with these situations, how to deal with unexpected new assignments while staying confident and performing well.

- 5) **English.** Perfecting your English may be a goal for your career and will make things easier for you at work and in your social life. Your coach can help you to assess what your strengths and development areas are and give you suggestions, ideas and feedback on what to work on and how to improve the standard of your written and spoken English.
- 6) **Continuing Professional Development (CPD).** Track and document which skills, knowledge and experience you are gaining which will count as CPD. Ensure you can demonstrate continued competence in your profession and ensure your capabilities keep pace with the current standards of others in the same field. Use formal, informal and independent learning to add to your CPD. Use CPD to further your career and hone your skills.
- 7) **Making a strong first impression.** For those just starting in a new role, coping with induction and making an immediate and positive impact. Fit into the culture yet stand out as being capable and professional. Get to know your new colleagues quickly. 'Find your feet', settling in quickly and adapting to working life after being a student as well as to the new company environment.
- 8) **Networking and socialising.** Having a strong network of colleagues and of contacts both inside and outside work is very beneficial for you and for success in your career. How to look for opportunities to socialise and build networks at work, not just within your own department but widely within your company, your industry or city and beyond. How and when to socialise. What is expected in social situations and the usual etiquette to follow.
- 9) **Confidence.** Having a strong level of confidence can make a big difference to how you perform and how much you enjoy your role. Your coach will work with you to understand your natural strengths, to build your confidence and to find ways to overcome any nervousness or lack of confidence across a variety of situations.
- 10) **Dealing with difficult colleagues.** Working with many different people and personalities always brings challenges. Learn how to better manage your working relationships and build stronger, collaborative partnerships. Create a good working environment with positive outcomes. Resolve relationship issues. Negotiate and communicate effectively. Become clear about your relationship goals and appropriate actions to take.
- 11) **Commercial skills.** You will need to demonstrate a strong awareness and understanding of commercial issues, ensuring you have a foundation of good background knowledge. Develop a deep awareness of business and commercial issues generally and the ability to express complex ideas clearly and succinctly.
- 12) **Background knowledge and expertise.** You will need to expand and deepen industry, company and role specific knowledge. Find ways to develop relevant expertise and better understand your organisation's structure, vision and strategy and the key business functions. Add to your knowledge using company or internal resources and external resources, events and opportunities.
- 13) **Leadership.** As you become more senior, you will increasingly take on management and leadership roles. Understand what being a leader means and how you can move into this role and perform well. Understand your natural leadership style and the different styles of leadership.
- 14) **Team skills.** You will need to create and operate teams that effectively accomplish their tasks or projects. Understand how you are currently contributing to teams and how you can improve your team skills as well as your natural team working style and ability to perform well in different team roles.
- 15) **Embracing diverse teams.** You may find yourself in a team with different nationalities and backgrounds. Learn to work with multiple cultures simultaneously in an international workforce. How to build an effective multi-cultural team, encourage participation and embrace and make the most of diverse viewpoints.

- 16) **Other cultural issues.** Understand the culture in which you are operating and how to fit in. Ensure your background is an asset to you and your organisation. Learn to feel comfortable and be able to discuss a variety of appropriate topics with colleagues and contacts. Your coach will work with you to address cultural differences, fit well within the team, understand the Western values and beliefs held by the organisation and your colleagues, demonstrate your potential and match your behaviour to what is expected.
- 17) **Aligning with company values.** Gaining a deep and thorough appreciation of why your organisation holds values, what these mean in practical terms and why you need to demonstrate these. Embed company values into your role and everyday tasks. Show you fit these values strongly and are therefore an employee who matches the company well and shows much potential.
- 18) **Presentation skills.** Most roles will involve presenting. Your coach can support you to develop strong and effective presentation skills and will give you plenty of tips, practice and detailed feedback.
- 19) **Communication skills.** Your ability to communicate strongly will influence your career success and chance of promotion and will be essential in your role. Your coach can work with you to improve your written and verbal communication, from emails to reports to conversations.
- 20) **Developing real presence and impact.** Consider how to make a positive impression in all aspects of the role and in other activities outside your direct role. Communicating clearly, having an appropriate sense of self worth, being fully prepared, developing a strong knowledge and skills base and demonstrating your abilities strongly will make a difference to your career success.
- 21) **Meetings and facilitation.** Every workplace has meetings whether formal or informal. Informal groups also need facilitation in order to be successful. Ensure you can run successful meetings and facilitate groups large and small.
- 22) **Career review and planning.** Review your career progress and choices so far. Decide on your plan for the short, medium and longer term. Understand what you need to do

now to maximise your chances of success. Set 1 to 2 year goals, a 3 to 5 year vision and longer term aims for yourself.

- 23) **Changing companies.** Career progression is not just about performing well in your current job; it is also about your very next step which may involve moving from one company to another. Understand when is a good time to make that move and what you can do to prepare for it. Your coach can discuss whether it is better to move sideways to another company or not in order to progress upwards.
- 24) **New job applications.** You may choose to apply for a new role. Your coach will support you to perform at a high standard throughout all the stages of the recruitment process and maximise your chances of success at this new level of seniority.
- 25) **Getting noticed and promoted plus getting more interesting work.** To be successful, you will need to stand out as someone who is capable and competent and ready to progress. Understand what makes companies promote individuals. Develop the characteristics and skills that companies look for in managers and leaders. Understand what is personally holding you back and how to change this.
- 26) **How to make the best of opportunities and create new ones.** There will be many opportunities of which you may not be aware and which could help you to move either internally within your company or externally to another organisation. How best to spend your time during working hours and outside work. Find training and networking opportunities, opportunities created through voluntary roles and memberships as well as new career opportunities in the hidden job market.
- 27) **Building a strong profile.** You need to continue building your CV to succeed with your career progression. Add new and varied experiences and expand your skill set. Identify new opportunities, which add to the breadth and depth of your abilities and competencies. Expand your commercial sense and make yourself an asset to any organisation.
- 28) **Personal branding.** Understand what personal branding is and how establishing and building on this can help you to progress and succeed. Explore with your coach what is your

own authentic, personal brand, what you want to stand for and how you want to come across to others. Explore how to usefully put this into practice.

- 29) Stakeholder management. Know how to identify your main stakeholders within the organisation and beyond. Understand how best to work with each one. Develop strategies to communicate to different audiences, set boundaries and manage competing expectations.
- 30) Managing upwards. To be successful, you will need to proactively manage your relationship with your manager. How to ensure you are creating value for your manager and your organisation. Obtain the best results for you, your manager and your organisation. How to work co-operatively and productively. How to confirm expectations clearly, take responsibility and develop trust.
- 31) Coping with company jargon, systems and policies. Know where to get the information and resources you need to progress successfully. Understand how the company operates and the importance of company policies, documentation, procedures and systems. Learn when to use jargon and when not.
- 32) Challenging and questioning appropriately. You will be expected to identify new and better ways of operating and provide ideas, suggestions and insights. Be open to new ideas and proactively look for ways to innovate. Know how to challenge and question without being confrontational. How to weigh up your ideas and determine if they are valid. How and when to speak up and put ideas forward that are well thought out and useful.
- 33) Entrepreneurial and Intrapreneurial skills. Companies value a mind-set that focuses on generating ideas, on improved profitability and efficiency and on making a business or elements of a business expand successfully. Learn what is an entrepreneurial or intrapreneurial mind-set is and how it is applicable in your role. Know how to use this understanding to change your focus at work and come up with innovative solutions that support business growth, increased profitability and personal success.
- 34) Corporate Social Responsibility (CSR). Appreciate why

companies get involved in social projects, volunteering and charity work or sponsorship. Use CSR as an opportunity to give back and also to develop important professional and personal skills.

- 35) Coaching and mentoring. As you progress in your career you may choose to or be asked to mentor or coach others. Understand the difference between coaching and mentoring and how you can perform both these roles skilfully and effectively.
- 36) Dealing with pressure. You may be under pressure to meet deadlines. Your job may involve travel either nationally or internationally and periods away from home. Discuss how to manage pressure and meet deadlines. Explore solutions that allow you to meet the demands of working life in a sustainable way.
- 37) Study and work-life balance. If you are studying for a professional qualification and working long hours, you may find there are big demands on your time. How to balance the two and still perform well. How to build in non-working essentials such as exercise and downtime. How to manage your levels of stress.
- 38) Time management. This will be an essential skill to master, as it will allow you to use your limited time to get results. How to manage your time to best effect. How to manage multiple tasks without forgetting any or missing any deadlines. How to be efficient, productive and action-orientated.
- 39) Showing resilience. You may need to deal with setbacks and disappointments. Building resilience and the ability to remain confident and focused in the face of difficulties is a very useful personality trait to cultivate. How to remain determined and continue taking appropriate actions despite setbacks. Develop strong confidence through understanding yourself and your reactions and as well as your many strengths. Find ways to build on failures and improve your chances of future success.
- 40) Other coaching areas. On-going support and discussion plus review, feedback and the actions necessary to resolve issues and ensure real change and success.

FOR FURTHER INFORMATION

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UK Website



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