

SWITCH - Learning to Ask not Tell® 2026

If you have already registered for *SWITCH – Learning to Ask not Tell®*, our fantastic skills development and coaching program with Capstan Partners. We've got some key information lined up for you to check out and agree upon. Thank you. If you are about to register, please [use this link](#).

Our team of awesome professional facilitators and coaches is all set to lead the workshop and support your growth, and coach you. We're excited to kickstart your professional development journey very soon!

Workshop Details

What's included

- Full day of in-person, two instructors-led facilitation
- Three live coaching demonstrations
- Six hours CPD
- One unit accredited towards an ICF Diploma of Coaching
- 23 page comprehensive activity workbook
- Certificate of completion
- Maximum of 20 participants per workshop
- Refreshments and catered lunch

Workshop Learning Outcomes*

- gain basic professional coaching knowledge, skills and coaching practice within a psychologically safe environment, that you can immediately apply at work and home
- develop solution-focused thinking, encouraging you to self-reflect and be open to new possibilities for yourselves, your peers and teams, trainees and registrars at a time of overwhelming fatigue
- learn how to ask powerful questions (moving from 'tell' to 'ask') and embed more coach-like behaviours into your everyday interactions, at work and at home.

What should you expect from the Workshop

<i>Please arrive 09:20 for 09:30 welcome and start</i>	
09:30-11:00	What is coaching and coach-like behaviour, foundation principles, peer coaching, coaching skill one-reflective listening, demo and practice session one
<i>11:00-11:20 Break</i>	
11:20-12:45	Coaching foundations and coaching skill two-powerful questions, demo and practice session two
<i>12:45-13:25 Lunch</i>	
13:25-14:40	Self-Insight survey. The EDC® coaching process , demo and two coaching practice sessions
<i>14:40- 14:55 Break</i>	
14:55 - 16:30	The EDC® coaching process with third coaching practice session. Reflections, applying coaching to the workplace, feedback and next steps

*Curriculum provided by [AIPC](#). Options to complete self-paced online units of study are available and will be recognised as prior learning for credentialing by the International Coaching Federation (ICF) towards a Certificate of Coaching or Diploma of Professional Coaching. Facilitation and coaching is provided by a panel of professional coaches from Capstan Partners.

Other useful information about the workshop

Workshop pre-work

To make the most out of our workshop, we'd love for you to bring along any personal or professional goals you're keen on enhancing or exploring. Whether it's something you've been working on or a brand-new idea, whatever you might feel free to share during our practice sessions. Maybe it's about self-care like better sleep, nutrition, or exercise, or even contemplating a fresh project, new job, course, or career path. Your input and ideas will make our time together super rewarding!

Workshop photo/video consent

Photos and videos of the facilitators, when they are providing the didactic explanations in the workshop, may be taken. There will be no recording of participant discussions. Video recordings may be used internally by Capstan Partners for product research and development purposes. A group photo of participants may be taken and shared on Capstan Partners' social media platforms and website. Please feel free to opt out as suits by emailing [Rita Holland](#), Director of Capstan Partners.

Evaluation Survey

You will be invited to provide feedback after the workshop.

Optional Coaching - Details

After the workshop, you have the timely option to book in some virtual coaching sessions within four months. It's a chance to dive into coaching and reap the benefits immediately. Ready to make the most of it?

What should you expect from professional coaching sessions?

- o Three 45 min virtual coaching sessions
- o A safe space and time to reflect, feel listened to and make progress on an important issue(s) that you previously found difficult to progress
- o A commitment from your coach to coach you using a range of cognitive-behavioural evidence-based tools, techniques and assessments, and to provide you with unconditional positive regard for you and your development
- o Clear and concise information about the coaching relationship including expectations and confidentiality considerations.

What happens and doesn't happen in coaching?

- o Coaching is a collaborative, self-directed, solution-focused relationship based on asking you questions. Coaching can take high achievers from a good place to a great place, where outcomes can be quick and focused. You become the expert in your choices



- o Professional Coaching provides a safe space for you to identify and improve in your chosen development areas, and our coaches are experienced and credentialed to support you in taking focused next steps, to build your confidence and competence, in a way that works for you
- o Coaching is not therapy and doesn't aim to treat psychological problems. You agree to disclose past or present psychological or psychiatric treatment details. If such issues present during the coaching, you may be referred to an appropriately qualified specialist.

Are coaching sessions confidential?

Yes. No information acquired from this program will be available to any third party except if explicitly agreed to by both parties and in rare circumstances, where decreed by law. Capstan Partners coaches abide by the [International Coach Federation \(ICF\) Ethics Pledge](#) and the [AHPRA Guideline for Mandatory Notifications](#).

To support a coach's ICF credentialing, your name, contact details, start, and end dates, and the total number of coaching hours may be logged to track and document a coach's coaching experience.

When are virtual coaching sessions held?

Virtual coaching sessions are available from 08:00 to 19:00 AEST Monday to Thursday, 07:30 to 16:30 AEST Friday. Coaching may be available on Saturday mornings.

Can virtual coaching sessions be rescheduled?

Yes, you may be able to reschedule your coaching session. We can't guarantee session dates and times can be rescheduled and sessions may be forfeited if you are unable to attend with less than two working days' notice. With more than two working days' notice, we will attempt to reschedule your session.

More about the professional coaches and how you are allocated a coach.

Our panel of [Associate Coaches](#) are highly experienced professional coaches with proven track records of working with doctors, leaders and/or healthcare professionals. They work seamlessly with our faculty, and support services including our Delenta platform, to ensure you receive a positive and valuable professional coaching experience. Your coach that best meets your availability, will be allocated to you after your registration. In the unlikely event you would like to be reallocated a coach for whatever reason, please feel free to call 0413 599 009 or email [Rita Holland](#), Director of Capstan Partners.

Evaluation Survey

You will be invited to provide feedback prior to your last coaching session.

What data security protocols exist?

Capstan Partners' services are hosted by Delenta. Delenta is an all-in-one coaching platform that allows you, coaches and organisations to easily engage with coaching programs from start to finish. Data protection and data security, critically important features of Delenta, are more important than ever and a top priority at Capstan Partners.

As a legal entity registered in the United Kingdom, Delenta is compliant with the Information Commissioner's Office Organisation (ICO) legislations around data and regarding data protection and has strict rules in terms of how data is dealt with. Just to clarify, Delenta is not able to access our data without our consent and most information is encrypted in their database.

Refund Policy

Life can be unpredictable, so if you can't make it to your workshop or coaching program, you've got options. Give us a heads-up at least three weeks before, and you can either reschedule for another date or get a full refund.

For refunds, just email us at info@capstan.com.au at least three weeks ahead of your workshop or first coaching session, and you'll receive a 100% refund. If it's within that three-week window, you'll get a credit note for the full amount which you can use for any of our other awesome Capstan Partners programs.

However, if something unexpected pops up at the last minute and you can't make it without letting us know, we won't be able to provide a refund.

And please note, Capstan Partners reserve the right to cancel the workshop in the event that minimum attendance numbers are not met, in which case full refunds will be made.

Next steps

If you are about to register, please [use this link](#). Your invoice will soon be issued and payment finalises your registration.

Look out for confirmation details in your inbox around two weeks before your workshop date. We're here to help, so please get in touch if you need anything or have any questions.

Your Agreement

Having read the Terms and Conditions in this document, having had the opportunity to ask questions, and by making a payment, you elect to participate in the Capstan Partners *SWITCH – Learning to Ask not Tell*® program and agree to be bound by the Terms and Conditions in this agreement.