

Our Story

Since 2001, PeopleSmart has helped thousands of leaders and management teams accelerate growth. We believe that the right mindset, skills, and opportunities make all the difference. We help you build the skills for tomorrow and innovation is always at the core of what we do.

Our Mission

At PeopleSmart, we see change as an opportunity, not a challenge. We are here to help you identify every opportunity, transform, and lead with confidence. Watching our clients, their teams and customers grow is deeply rewarding.



2025/2026



Coaching for Executives, Leaders, Managers & Talents

Personalised
Performance Acceleration
for Individuals and Teams

Our multilingual coaches offer coaching in various global languages and bring cultural agility from living and working in diverse countries, ensuring an adaptive and tailored approach.

Contact us to discuss how we can provide you with the best coaching experience for a lasting impact.

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4 Chemin des Châteaux
92420 Vaucresson France

contact@peoplesmart.fr



Our Difference

Our collaborative team does not have a hierarchy and there are no complicated chains of command, so you can receive the agile, innovative service that you deserve.

We do not only set high expectations - we exceed them. We are an inclusive, professional services & consulting supplier which role models a global community of diverse consultants.

Our Credentials

WEConnect
INTERNATIONAL

WOMEN
OWNED

www.peoplesmart.fr



In times of change, during important points in our career or when we feel that our trusted strategies need reviewing and enhancing, what we are looking for can often not be found in the popular learning and development offerings. Working with a professional coach on the other hand can make all the difference. As a trusting partnership coaching provides a safe space of entirely personalised support and focus to grow awareness, acquire new skills and strategies that expand our thinking and lead to more effective choices.

What is Coaching?

At its core coaching is a partnership between a qualified coach and an individual or team that supports the achievement of extraordinary results, based on goals set by the individual or team and over a defined period of time.

Who is it for?

One of the following might inspire you to start working with a coach, serving as a powerful step toward your aspirations:

- Starting a new role or recent promotion
- Improving stakeholder management, upwards and downwards
- Building assertiveness and confidence
- Expanding skill sets
- Applying training and feedback
- Creating vision and strategy as a leader
- Guiding teams through transitions
- Addressing performance challenges

The Concept of Coaching



WATCH VIDEO

The Coaching Process



WATCH VIDEO

The Impact of Coaching



WATCH VIDEO

PeopleSmart Coaching

Proven impact with ethical standards

We offer a range of packages that provide between 10 and 20 hours of coaching support with an experienced PeopleSmart coach. All PeopleSmart coaches have backgrounds in business and leadership and are expertly trained coaches, complying with the standards and ethics of professional coaching bodies. They maintain the quality of their work on an ongoing basis through training and supervision and are committed to continual personal development. They are all members of and/or adhere to the Code of Ethics of the Association for Coaching and/or International Coach Federation.

What do our satisfied clients say about our coaching?

"I was really impressed by the level of the coaches & their ability to quickly understand my business culture"
(High Potential – Aerospace)

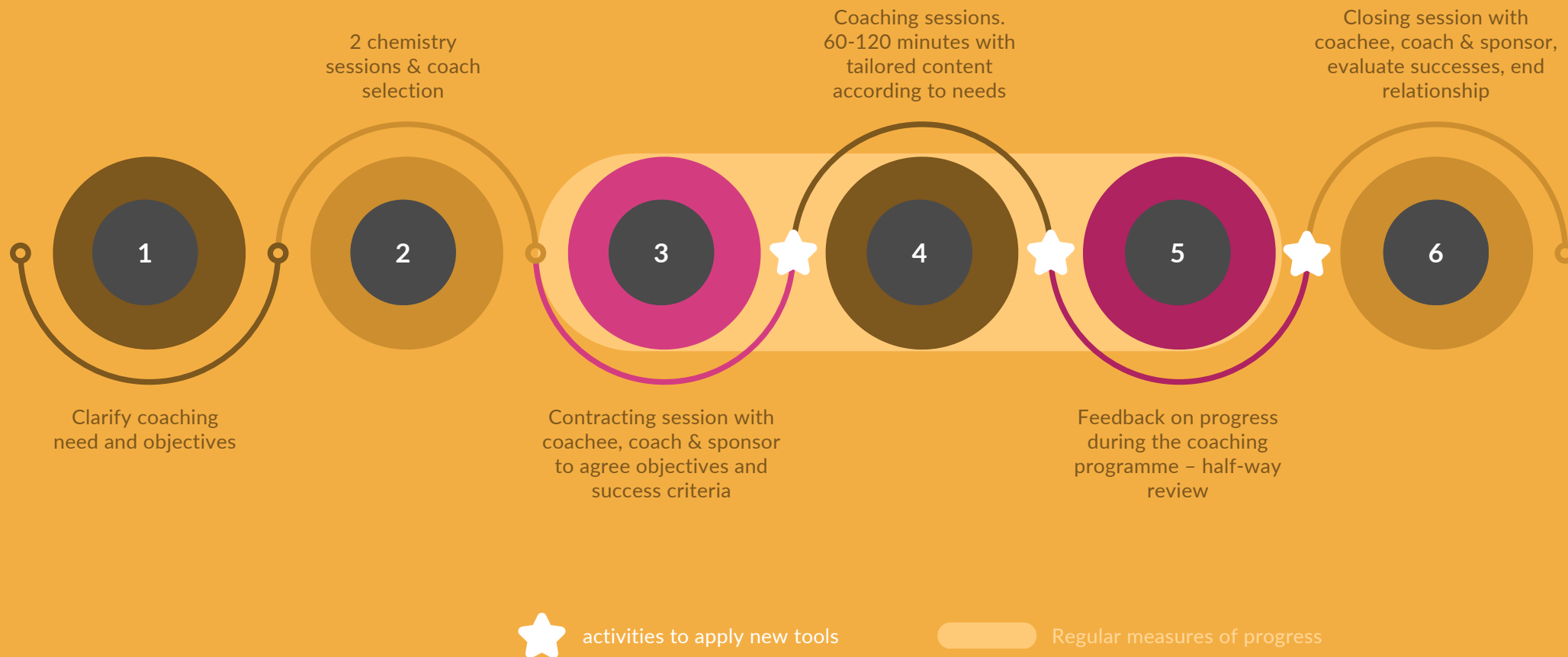
"My coach helped me see that I had different options and build confidence to make decisions I had been putting off"
(Leader – Pharmaceutical)

"My coach challenged me by questioning how I judged the situation"
(Manager – Manufacturing)

How does it work?

Our packages offer a range of options that can be chosen to best fit the coachee's needs and targets. Our team will help you explore these and select the best-suited coach and the right number of sessions in the time frame that works best for the individual and the organisation. Here is an overview:

3-6 months with 10-20 hours of coaching



A coaching program comprises typically 3-7 coaching sessions on a monthly or fortnightly basis.

Between scheduled coaching sessions, the coachee usually commits to completing specific actions that support the achievement of their goals.



New skills and tools are put into action, progress is tracked and regularly measured.

The coach may provide additional resources in the form of relevant articles, checklists, or tools, to support the individual's thinking and actions.



Our Values

Driving Excellence From Within



PEOPLE-CENTRED

We care about what you want and what you need



TEAM ORIENTED

We believe that the best results happen in collaboration and by including everybody



INNOVATIVE

We encourage our clients to do things differently and help them be bold



AGILE

We help you grow self-awareness, adapt and develop new mindsets for future success



RELIABLE

We live by trust being at the core of what we do and quality relationships that are here to stay

Where beneficial, our coaches are able and qualified to utilise psychometric and or assessment tools and questionnaires to support the development of the coachee, which can be integrated into the coaching program.



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Our Philosophy and Approach to Coaching

The individual or team chooses the focus of each coaching conversation, while the coach listens and contributes observations and questions as well as concepts and principles, which can assist in generating possibilities and identifying actions. Through the coaching process, the clarity that is needed to support the most effective actions is achieved.



Our Consultants

Experts with Master Skills

25+
YEARS OF EXPERIENCE

20+
LANGUAGES

100+
CONSULTANTS

Coaching accelerates progress by providing greater focus and awareness of possibilities leading to more effective choices. Coaching concentrates on where individuals are now and what they are willing to do to get where they want to be in the future. Professional coaches recognize that results are a matter of the individual's or team's intentions, choices and actions, supported by the coach's efforts and application of coaching skills, approaches and methods.

Coaching incorporates an appreciative approach. The appreciative approach is grounded in what's right, what's working, what's wanted, and what's needed to get there. Using an appreciative approach, the coach models constructive communication skills and methods the individual or team can utilize to enhance personal communication effectiveness.

Coaching thereby provides a safe space for discovery-based inquiry, proactive (as opposed to reactive) ways of managing personal opportunities and challenges, constructive framing of observations and feedback in order to elicit the most positive responses from others, and envisioning success instead of focusing on problems. Its effects in harnessing possibility thinking and goal-oriented action can be profound.





Choosing the Best-fit Coach

The term “sponsor” refers to the individual within the coachee’s organisation who holds ultimate accountability for the financial arrangements of the coaching programme and has a vested interest in ensuring the coachee achieves their best possible performance. This person is often the coachee’s line manager, an indirect manager, or, in some cases, an HR executive.



Our Project Manager supports the process by sharing a carefully curated selection of coach biographies (BIOGs) with the coachee. The coachee then selects two or three coaches to meet for complimentary chemistry calls. These calls typically last around 30 minutes and are conducted via platforms such as MS Teams, Zoom, or WebEx. Where preferred, a 45-minute face-to-face meeting can also be arranged. The purpose of these sessions is to establish rapport, gain an understanding of the coaching goals, and explore the desired outcomes of the programme. This step also provides an opportunity to explain the coaching process, clarify the roles of those involved, and ensure the coachee is empowered to choose the PeopleSmart coach who feels like the best fit.

Once the chemistry calls have been completed, the coachee selects the coach they wish to work with, and the coaching programme formally begins.

In line with our understanding of the client's coaching requirements, PeopleSmart works closely with the client organisation to provide a selection of coach biographies, ensuring these are shared with both the coachee and their sponsor to facilitate informed decision-making and alignment.



Objective Setting and Contracting

with coachee and sponsor

The first part of the coaching programme serves to assess the individual's current opportunities and challenges, define the scope of the relationship, identify priorities for action, and establish specific desired outcomes for the coaching programme. To ensure clarity of roles and responsibilities throughout the process between the coach, the coachee, and the sponsor of the coaching programme this step entails a 3-way contracting in which the involved parties agree:

- Roles during the collaboration, rules of confidentiality, responsibilities for driving results
- The desired benefits of the coaching programme – for the individual as well as for the organisation
- Duration of the programme, number and frequency of coaching sessions
- Format of sessions (face-to-face and/or telephone/web-based)
- Format and timing of feedback on progress to the sponsor and between coach and coachee
- Internal support and resources available
- Additional tools to be utilized in the process (e.g. 360-degree feedback)



Our Services

Develop leadership at all levels in the organisation and reimagine change with industry-leading services:



BESPOKE CONSULTING

Unlock innovative solutions with a thought partner that listens, assesses, and truly collaborates.



COACHING

Overcome limiting beliefs and manage challenges with a development that drives change.



TAILORED LEARNING EXPERIENCES

Address skill gaps with classroom-based or virtual training programs and follow-ups.



IDENTIFYING AND GROWING TALENT

Leverage scientifically proven, fair processes to hire, identify, and equip diverse talent.



BOOST EMOTIONAL INTELLIGENCE

Adapt and engage more effectively with enhanced self-awareness, resilience, agility, and empathy.

This means, the first session of a programme is likely to be somewhat longer and involves a three-way conversation with the sponsor present. The outcomes of this conversation are recorded in the “Coaching Agreement”, which is signed by the coach, coachee and sponsor and sent back to PeopleSmart.

During this conversation, the coach also explains the Terms and Conditions as well as the ethical standards applied in coaching and provides a signed copy of the “Coaching Ethics Pledge”.

A POSSIBLE STRUCTURE OF THIS CONVERSATION:

The coach and coachee meet and spend an initial 1.5-2 hours to identify the desired outcomes and the format of the coaching. The coaching sponsor joins for the last hour to meet the coach, and the coach and coachee share the outcomes of their session so far. The sponsor adds their perspective and questions so that in the end a mutually agreed set of objectives and parameters is in place. The coach, coachee and sponsor sign the “Coaching Agreement”

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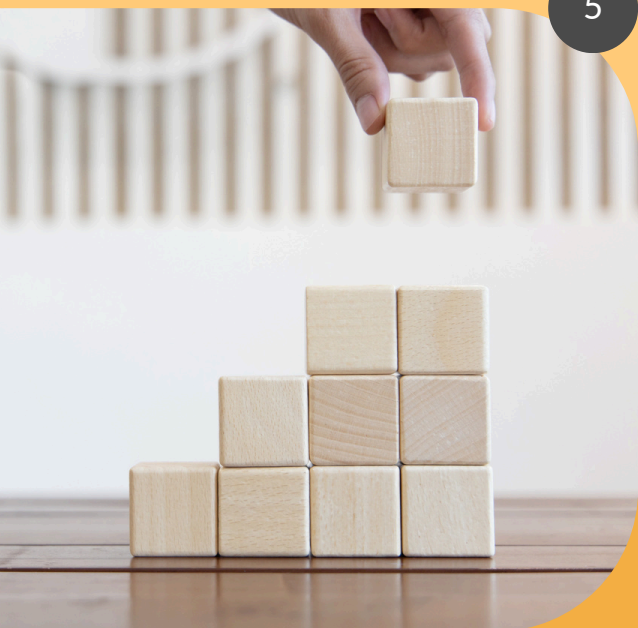


Coaching Sessions

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Half-way Review

Feedback on progress during the coaching programme

All our coaching programmes include an obligatory check-in and feedback on the effectiveness of the coaching around half-way through the process. The coach will make sure to incorporate this feedback into their meetings/calls with the coachee and both document key notes on:



Our Clients

PeopleSmart has been in business since 2001. Our reputation has grown mainly by word of mouth and the positive testimonials of satisfied clients.

- Progress made against objectives so far
- Satisfaction with the nature and format of interactions between coach and coachee
- Communication between coachee and sponsor – is the sponsor aware and up-to-date about how the coaching is going?
- Any suggestions for improvement to make the coaching even more effective





Review, Close-out & Evaluation

with coachee and sponsor

The final session of the coaching programme serves as the review and evaluation of the entire programme, acknowledgement of achievements and the formal ending of the coaching relationship.



Why PeopleSmart

Here are some of the things our clients say about us:



AGILE APPROACH

We create cognitive and emotional engagement through experiential learning, achieving real-time impact.



GLOBAL REACH

We deliver impactful, customized development interventions globally, with consistency and quality.



DESIGN AND DELIVERY PARTNERSHIP

We expertly co-design and co-deliver learning activities for your audience, partnering seamlessly.



ROI

Our 92% client loyalty index reflects the value clients find in working with PeopleSmart.



OUR FEEDBACK CULTURE

Our team candidly shares feedback to help us grow and maintain high engagement and motivation.



OUR DIFFERENCE

Our team is agile and innovative, with no hierarchy, ensuring you get the service you deserve.

The review and evaluation of the effectiveness of the coaching programme follow the success measures agreed upon in the initial sessions. External and internal measures should be considered; i.e.:

- External indicators of performance: measures which can be seen and measured in the individual's or team's environment.
- Internal indicators of success: measures which are inherent within the individual or team members being coached and can be measured by the individual or team being coached with the support of the coach. Ideally, both external and internal metrics are incorporated.

Similar to the initial session the sponsor should be present for the final part of this meeting and the results of the review are shared with the sponsor before the actual coaching relationship ends.





Continue the Journey

Post-Coaching Support

Your coaching journey doesn't have to end here. At the conclusion of the coaching programme, our coaches—also skilled facilitators—are ready to continue supporting you and your team to unlock your full potential and achieve lasting success.



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Transformative Team Experiences

Our post-coaching support includes a range of tailored team sessions designed to address your unique needs:

- Teambuilding: Strengthen collaboration, trust, and camaraderie within your team.
- Retreats: Create a dedicated space for reflection, innovation, and renewed focus.
- Team Workshops: Dive into impactful topics such as: Psychological Safety; Well-being and Resilience; Managing Change and Transitions; And more, customised to your team's goals!

Why Choose Us?

Our expert facilitators bring decades of experience, practical tools, and a deep understanding of group dynamics. They create a safe, inclusive environment where your team can openly explore challenges and opportunities, leading to meaningful growth and success.

