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Team & Organisational Coaching

For navigating complex change sustainably

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[Weeknotes](#)

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“Roxana has been a fantastic organisational coach for our team as well as coaching individual team members. She has helped us navigate a time of significant organisational change and we have come out of the other side a more cohesive team with stronger shared sense of - and processes for - working together.”

- Mark Walton, Founder and Prev Executive Director, Shared Assets

Hello,



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In the last couple of years, I've coached four teams as an associate with NEON. The results speak for themselves: one team shifted from a hierarchical governance model to a flat structure; another shifted from one director to a co-directorship model; and another successfully re-started activity after a period of low activity during the pandemic.

In leadership, I've coached headteachers in Scotland as an associate with Know You More. I helped them increase their confidence in supporting their wellbeing and that of their teams by 43%. I bring 7yrs expertise from working in lead designer roles with startups and social enterprises in the UK, alongside having built a 6yrs robust international coaching practice and craft.

Book an intro call [here](#) or get in touch on the [website](#)

Teams Are Facing A New World of Challenges:

- You need to **deliver organisational targets with limited timeframes and a hybrid team;**
- You seek a stronger feedback/conflict culture to avoid roadblocks,.

- You need to ensure your **team continues to innovate and respond creatively to challenge;**
- You seek to make space for your team to pause, regenerate, reflect and experiment.

- You need **to retain financial sustainability whilst delivering high quality of outputs;**
- You seek to build stronger team ownership, project accountability and self-sufficiency.

- You need to ensure that you **build an environment where team members thrive;**
- You seek to build cultures of support, accessibility and solid EDI practices with real impact.

Team Coaching: Short-Term Outcomes (examples)

Define Your Own Team

Language For Conflict:

Identify the language and practices that your team uses in managing conflict and difficult conversations.



Opportunities to practice new behaviours LIVE:

Role play new behaviours and processes for giving and receiving feedback, making low and high risk decisions.

Strategy of Support for

Everyone in the Team:

Team members identify areas of development and map the resources that will support these new behaviours and practices.



Team Coaching: Long-Term Investment (examples)

A New Paradigm for Working Together:

Teams I've worked with came out with new cultural policies, operational processes and strategy frameworks.

Practical Skills for Confronting Challenges:

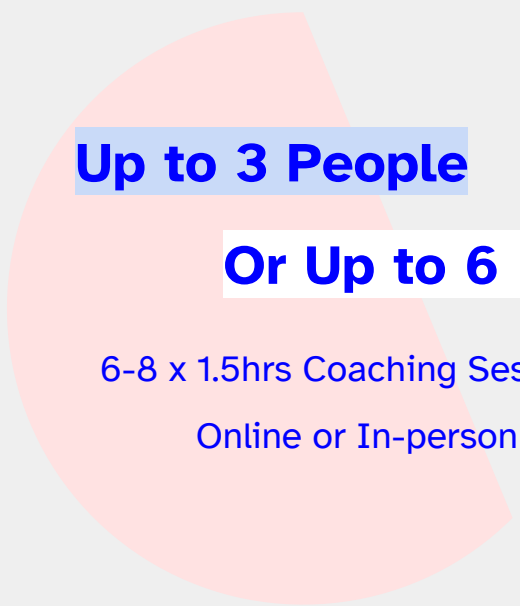
By the end of our work teams had a better understanding of each other and how to resolve challenges together in real time.

New Capacity for Navigating Uncertainty:

Throughout our coaching work together teams shifted from looking for alignment to working with difference and conflict.

See example case study at the end of this document. All teams' outcomes will be highly unique to their situation.

Team Requirements:



Up to 3 People

Or Up to 6 People

6-8 x 1.5hrs Coaching Sessions

Online or In-person

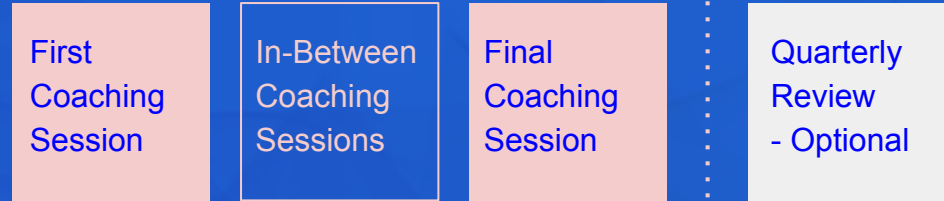
- Up to 3 people, or maximum 6 people;
- Small to medium organisations;
- Willingness to engage in a process of learning and development;
- Capacity and resources are available to implement changes sought;
- Existent back-up support from board and senior leadership for this engagement.

Programme Overview:

Preparation:



Coaching Programme:



Tools I will provide:

Coaching Agreement

Data Collection

Map needs for group-work

Tools we will co-design:

Team chooses objectives for the next session.

Team coach outlines agenda for the next session.

As your team coach, I will provide:

Holding of The Process:

Create the conditions for the team to engage in a process of reflection and action around its current tasks and challenges.

Tools + frameworks from:

Coaching models, trauma-informed practices, presence and body mindfulness.

Relational Anchoring:

Supporting the team to hone their skills for change: listening, feedback, collaboration and connecting to team purpose.

Tools + frameworks from:

Relational coaching, counselling, psychotherapy, poetry and the arts.

Structural Scaffold:

Provide a coaching agreement, co-designed metrics and agendas to focus our coaching effort and reach outcomes.

Tools + frameworks from:

Organisational development, group and action learning set facilitation, design-thinking.

‘Roxana provided a solid structure for keeping us on track and moving forwards after an already extended transitional period - gently encouraging us to delve into some things deeper. She was a great support to move us through decisions and discussions which we had previously been getting stuck on.’

- Team at Shared Assets, CIC in the UK (6 people)

Case Study - CIC in the UK:

This past year I worked with a team of six, a CIC in the UK. We worked together for eight months during my role as Associate Coach on OrgBuilders. Our work together included:

- * 7 x 1.5hrs of online team coaching sessions with myself and the team;
- * 10 x 1-2-1 coaching sessions with the People and Culture Circle Organiser and;
- * 2 x days of in-person consultancy co-led with Carrie Magee.

Below, I've distilled the factors that I consider to have been essential to the success of this coaching work:

- a) Team's Learning Capacity - The team came into the process willing to take accountability;
 - b) Working in Partnership - We co-designed the focus and structure of the coaching work;
 - c) Frameworks & Tools - We used practical tools such as role play and aimed for practical outputs.
- Alongside this, there was a strong openness to learning from each other and rich collaboration.

In The Team's Words:

The Context (Problem):

“Our organisation has been going through an extended period of transition due to our two previous Co-Directors leaving or in the process of moving on.

We joined the coaching programme about two years into this transition, when we needed to discuss and decide upon some key aspects of how we wanted the organisation to work in future.”

The Outcomes (Solution):

“1. Greater clarity on decision-making in a flat structure and ability to move forwards on developing key organisational practices and processes;

2. The ability to think through things step by step/role play things out in order to understand where there might be potential pitfalls and how we could adjust our plans to avoid them.”