

# Successful Returners

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AN OVERVIEW OF OUR SERVICES



A person with a backpack is silhouetted against a large window, looking out at a city skyline at dusk. The sky is a mix of blue and orange, and the city lights are visible in the distance. The person is standing in the center of the frame, with their back to the camera. The window is divided into several panes by dark frames. The overall mood is contemplative and inspiring.

**“I feel very lucky to have had coaching during some of the toughest times in my career.”**

# Rationale

**Company profits and share performance can be close to 50% higher when women are well represented in the leadership ranks... senior women have a vast and meaningful impact on positive corporate culture and championing family friendly policies.”**

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MCKINSEY; DIVERSITY WINS – WHY INCLUSION MATTERS, MAY 2020

Organisations can no longer afford to ignore the economic upside of a gender-balanced and diverse workforce, especially given the scrutiny on D&I and corporate culture from both clients and prospective employees. It is crucial that companies and their leaders go beyond having a set of policies, to actively supporting their populations, whilst keeping expectations around performance and delivery high.

The Tall Wall believes that within every organisation there is a large pocket of latent, unrealised talent and our primary focus remains on women because this was, and often still is, the group where the potential positive difference is greatest.

Coaching is one of the most successful and enduring ways to reveal and activate that performance potential, and is proven to be highly effective during key professional transitions, such as leaving to become a parent or returning from any long-term absence.

Women continue to lose ground in the path to senior leadership and this can be exacerbated by the choice to become a parent, yet research suggests their value contribution is essential.

Thus, it makes good business sense to adopt a proactive approach to ensure returners are well-supported and empowered to come back strongly and perform at their best, yielding benefits beyond just the individual being coached.

**“I am in a calmer place and my head is clearer as a result of coaching.”**



# About The Tall Wall

The Tall Wall is a coaching company founded in 2017 to support businesses to create the conditions for men and women to thrive together. We believe that 21st century business success will not be at the expense of families, society or the environment. We know this is what top talent, irrespective of gender, demand and what boardrooms increasingly encourage. The pillars of our practice are: coaching (parental & executive), leadership programmes (women and Partners) and consulting.

We have coached hundreds of professional parents throughout the journey and we understand how to support individuals and organisations to ensure that the transition out of and back to work is as successful and positive as possible.

Our coaching specialisms are well-suited to the challenges we know returners face during key career transitions, and we bring deep experience and a breadth of expertise to our work in these areas:

**Personal authority:** what is it for the individual and how might they express this from a place of confidence and authenticity.

**Self-belief:** what are the skills, attributes and strengths (and development areas) to recognise and access to accelerate.

**Impact and presence:** how might the individual step up ensure they deliver well and are heard/received.

**Cultivating a positive mindset:** what's in the individual's power to influence, noticing and limiting unhelpful self-talk; considering this in the context of identity as a future leader.

**Value contribution:** understanding what makes the individual valuable to the organisation.

We are equally committed to working with line managers. Findings from our research suggests seemingly small adjustments, like having a more proactive and open conversation, make a significant difference and we can tailor our offering to include tools to support this.

Success for us is an organisation witnessing a good return on its investment with individuals recognising their potential, feeling supported and empowered to perform at their best.

In addition, we also leverage our deep expertise of what interventions can also add value for you in terms of the 'wider organisational system' in which parents are operating in. This can be anything from written guidance, parental networks, and root cause consulting.

**“The Tall Wall  
provided objective,  
independent  
and constructive  
support for our  
working parents  
that someone  
attached to the  
firm could simply  
not provide.”**



# Why partner with us

We are more than a group of coaches ‘realising potential’ within your people. It is what all coaching is focused on doing, so it can be difficult to differentiate between providers in a marketplace that is currently self-regulated and difficult to navigate for the uninitiated.

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## **Quality**

At The Tall Wall we have set a high benchmark for inclusion, based on criteria which epitomise our approach to best practice. Our values underpin how we work, and we apply these as part of a rigorous coach selection process. You and your talent population will experience The Tall Wall coaches as immediately relatable; we are parents and each of us has been at the sharp-end and operated in environments like yours.

## **A personal relationship**

As well as outstanding coaching, our clients repeatedly tell us that they value the personal relationship we build with them. You will experience real understanding of your business and its culture, reflected in what we do.

## **Meaningful data**

As coaches and advisors, we will occupy a unique position in your organisation. You will experience our resolve to constructively share this with you so it can illuminate your people. Integral to our approach is agreeing a framework to share this with you in a constructive way so it can inform future decision making and policy.

## **Relevance**

We have a deep knowledge of what works and what doesn't. 1:1 returner coaching is not a silver bullet to fix retention rates, particularly in organisations where there may be a mismatch between the ‘view from the top’ and what happens in practice. You will experience insights and guidance on which interventions make the difference and we ensure they are effective within your wider support programme.

## **Scalability**

Whether you require a best practice approach to implementing a successful returners programme (maternity, paternity, sick leave), 1:1 parental coaching or a group intervention, The Tall Wall will architect and build a custom solution to meet your needs. Beyond the core of The Tall Wall coaches, we have an associate network of coaches that we deploy to suit the engagement both in terms of content expertise but also geographic location. You will experience this as a determination to really understand your brief, and comfort knowing we are commercially driven to deliver value; a clear scope aligned with your objectives.



**“I felt my opportunities were limited by having had a baby, and you helped me see that just isn’t true.”**



# Our offering

## **1:1 coaching**

1:1 coaching sessions for returners to help the individual:

- Manage the transition with self-awareness, confidence and clarity of purpose both professionally and personally
- Create a success mindset free from false assumptions and/or expectations
- Number of sessions can be flexed to suit your budget (we typically recommend three or four)
- Sessions are tailored for maternity, paternity and shared parental leave situations

## **Programme design, launch and consultation**

- Advising on wider interventions – e.g. working with you to establishing a best practice return to work conversation as standard for all returners together with their line managers and HR
- Designing and producing internal launch communications
- Developing bespoke written guides for employees, building on existing HR policy documents

## **Root-cause consulting**

Our work as coaches in the returner space sometimes leads our clients to engage us in examining wider trends in an organisation, looking at in particular, what is driving the lack of gender diversity in the business.

## **Support for line managers**

Manager workshops / lunch & learns to:

- Explain why supporting returners makes business sense
- Bring returners' experience and transition to life
- Explore faulty thinking and preconceptions to build real understanding
- Making it work day to day – how to develop, challenge and manage parents through the transition
- We also offer 1:1 coaching for line managers where appropriate

## **Wider support**

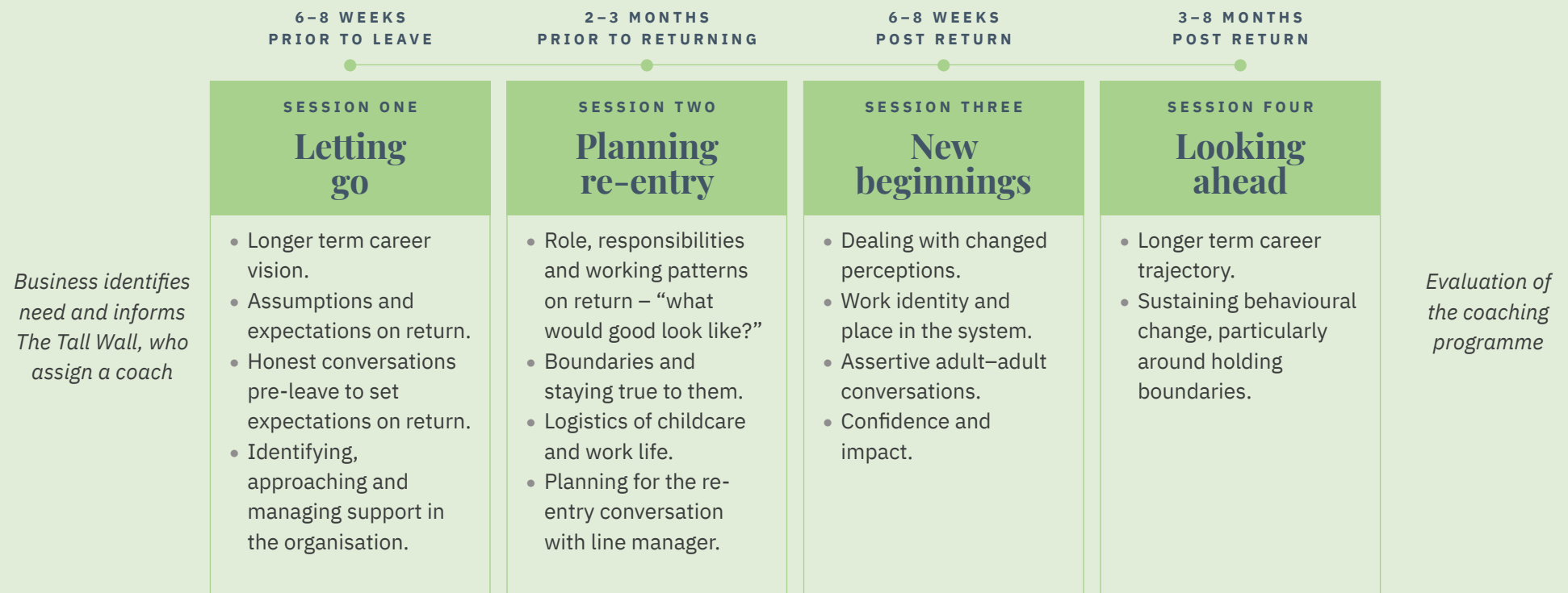
- Designing and developing specific workshops for individuals who have returned from paternity, shared parental or adoption leave
- Advising and facilitating on set up and launch of parents' network and attendance at events or talks
- Facilitating internal panels to deepen the discussions across the organisation
- Designing a robust measurement process

## **Women in Leadership programmes**

Our Women in Leadership programmes offer specialist learning, executive coaching, and sponsorship resources for your pipeline of female talent to ensure long-lasting and authentic success.

# A typical 1:1 coaching programme

Our programmes are designed with you. Typically, key populations of your choosing are offered a 1:1 coaching programme consisting of 3 to 4 sessions as set out below. The topics included in each stage below are examples only – we follow the agenda of the coachee entirely, with every session tailored to their specific concerns and needs. We can also start working with coachees wherever they are in their journey (e.g. offer them two sessions if they are due to return to work when they take up coaching) and the cadence of sessions is adjusted to suit the geographical location of your people.



**“Coaching has felt like a ‘safe space’ for me to explore my feelings and to help me to come to grips with the changes.”**



# What our clients say...



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*“The Tall Wall has a wealth of knowledge and experience of working in professional services and this helps them take a pragmatic approach to their coaching assignments.*

*They have a very friendly and approachable manner, which enables them to build trusting relationships very quickly. I enjoy working with The Tall Wall and would highly recommend them as a coaching provider.”*

**BIRD & BIRD LLP**

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*“The Tall Wall understands only too well the demands of the our sector, making them true experts in their field.*

*They have worked hard to build a trusting relationship with the firm and has taken the time to understand our culture and connect with the L&D team which makes working with The Tall Wall productive and enjoyable.”*

**CMS CAMERON MCKENNA NABARRO  
OLSWANG LLP**

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*“The Tall Wall understood our expectations right from the start and worked with us to design and deliver fantastic programmes to support parent returners.*

*The quality of their work is outstanding, we regularly get phenomenal employee feedback about The Tall Wall and I know they have a genuine care and passion for helping people. They are our trusted partners in supporting our strategy for parents.”*

**TAYLOR WIMPEY PLC**

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*“The Tall Wall were instrumental in guiding us to develop a successful returner programme ... highly-valued by our partners and associates, and has real business impact.”*

**KENNEDYS LLP**

# What our coachees say...



97%

of people rated the quality of coaching support they received at each stage of their parental journey as 9 or 10 out of 10

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*“I would not be where I am today without this coaching.”*

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*“This coaching is something that is incredibly beneficial both personally and professionally.”*

100%

of people would recommend our coaching to others

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*“I have been able to integrate back into work quickly and efficiently exceeding my apportioned target for year end.”*

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*“I feel that I am supported and valued by the firm.”*

98%

of people stated that taking part in the programme had a positive impact on their successful return to the business

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*“Objective, independent support for employees that someone attached to the firm could not provide.”*

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*“I was teetering on the edge of moving out of the workplace after starting a family. These sessions helped to address concerns I had on integrating my new roles and responsibilities.”*

A close-up photograph of a field of golden wheat. The sun is low on the horizon, creating a bright, warm glow and casting long shadows. The sky is a clear blue with scattered white clouds. The wheat stalks are in sharp focus in the foreground, with their heads of grain clearly visible.

**“I now better  
understand what my  
priorities should be  
and tactics for how  
to meet these.”**



If you would like to find out how we can enable your talent to maximise their full potential for your organisation, please get in touch.

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