



**Develop People.
Build Capability.
Deliver Results.**

- Professional Coaching
- Training and Development
- Bespoke Consultancy

The Capability Toolkit

*A practical guide for organisations
and professionals navigating
leadership, change, and growth.*

1 Clarity

2 Confidence

3 Communication

4 Ownership

5 Development

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Why Capability Matters Now

Organisations today face constant pressure to adapt to new expectations, limited capacity, and increasing complexity. At the heart of sustainable performance is capability.

In the workplace, capability is the combination of knowledge, skills, behaviours and mindset that enables people to perform effectively - not just today, but as challenges grow and contexts change. It shows up in how people make decisions, handle pressure, support each other, and take ownership of their work.

Think Clearly

When change is constant, clarity becomes a superpower.

Lead Effective Conversations

Most performance issues start with an avoided conversation.

Act With Confidence

People follow leaders who back themselves.

Use this toolkit as:

- A self-reflection tool to assess your own capability
- A conversation starter with your team or direct reports
- A diagnostic before investing in development programmes

Capability isn't built in a day - but it is built deliberately.

Amaze Associates

The Amaze Capability Framework

Five core areas that underpin strong leadership and performance.

1

People understand their role, priorities and direction.

Individual | Team | Organisation

2

Confidence

People feel able to contribute, challenge and take action.

Individual | Team | Organisation

3

Communication

Conversations are purposeful, respectful and productive.

Individual | Team | Organisation

4

Ownership

People take responsibility rather than waiting to be told.

Individual | Team | Organisation

5

Development

Learning is embedded, not occasional or reactive.

Individual | Team | Organisation

Capability Self-Assessment

Scale: 1 = Not in place | 5 = Consistently strong

- People understand what's expected of them
- Priorities are clear, even during change

My score:

- People speak up and share ideas
- Leaders trust others to take responsibility

My score:

- Difficult conversations are handled well
- Feedback is constructive and timely

My score:

- People solve problems, not escalate everything
- Accountability is shared, not avoided

My score:

- Learning is planned, not reactive
- Coaching or reflection is part of everyday work

My score:

Interpreting Your Results

What your scores are telling you - and what to do next.

Mostly 4-5

V

Capability is strong.

Well done - your foundations are solid. The focus now is on consistency and future-proofing. Consider whether capability is evenly spread across your teams, or whether some individuals or areas could benefit from deeper investment.

Mostly 3

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Capability exists but is not yet embedded.

You have the ingredients - but they are not yet working consistently. This is the most common position, and the most moveable. Targeted development in your lower-scoring areas can unlock real momentum quickly. A discovery call can help you prioritise where to focus first.

Mostly 1-2

!

There are clear gaps that need attention.

Your scores are telling you something important. These gaps will not close on their own - left unaddressed they tend to show up as turnover, disengagement or underperformance. If you scored below 3 in two or more areas, we would strongly encourage you to book a call. This is exactly what we help organisations work through.

Low scores aren't a failure - they're information. Use them as a starting point.

Practical Coaching Prompts

Use these questions immediately with yourself or your team.

Clarity

- What matters most right now?
- What's within our control?

Confidence

- What's one step we can take this week?
- What would "good enough" look like?

Communication

- What conversation are we avoiding?
- What needs to be said respectfully?

Ownership

- What decision can this person make themselves?
- What support do they actually need?

Development

- What are we learning from this?
- How will we do this differently next time?

When Different Support Helps

Different challenges call for different approaches.

Coaching

Helps when:

- Individuals need clarity, confidence, or direction
- Leaders want to improve how they support others
- Change feels personal or complex

Training

Helps when:

- Multiple people need shared skills or language
- You're building leadership or people management capability
- You want consistency across teams

Consultancy

Helps when:

- You need an external perspective on systems or strategy
- You're designing a longer-term development approach
- You want to embed coaching internally and scale capability



What happens next is up to you.

But you do not have to figure it out alone.

Not sure where to start?

If it's just you - coaching is likely the right starting point.
If it's your team or organisation - talk to us about training or consultancy.

Professional Coaching

For individuals and leaders who want to think more clearly and act with confidence.

Accredited Coach Training

For those who want to build internal coaching capability across their organisation.

Self-Paced Learning

Flexible programmes you can work through at your own pace, in your own time.

Bespoke Training & Consultancy

For teams and organisations that need a tailored approach to capability development.

[Book a Call](#)

[Explore Our Services](#)

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