

# prospects

Inspiring People: Developing Potential

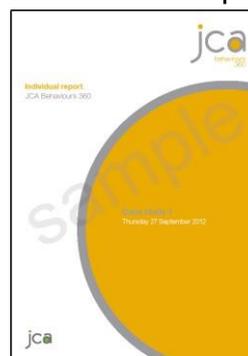
## Case Study –Leadership Team Coaching

### Assignment

Coaching members of a senior leadership team.

### Approach

- Following a chemistry check six of the seven Leadership Team chose me as their coach. Three were the Operations Director and his Senior Management Group.
- As well as organisational goals, I contracted with each client around their own and their Managers' goals.
- We met monthly for 90 minute sessions. Alongside individual sessions, some clients opted for paired sessions, and I coached the entire team together, using MBTI to meet team goals.
- I created an online folder for each client with a tailored portfolio of materials; built upon monthly.
- Between sessions, clients could contact me for 'laser' coaching; 10 minute tele coaching before critical presentations or meetings.
- Emotional Intelligence questionnaires promoted enhanced leadership awareness and capability. 360° Reports – at the start and end measured progress.



### Results

- 5 of my 6 clients were promoted during the assignment.
- The business delivered their highest ever monthly results; this has since been sustained.
- Manager's consistently rated improved performance against all areas on the 360°.

- At the, clients rated their attainment of organisational goals at 9.7 out of 10, and attainment of personal goals at 9.8.
- Client ratings on my level of support, challenge and focus on **their** goals was 100%.
- Clients consistently rated their commitment at 100%.

### ***Independent Academic Study***

An MSc student conducted an academic study on this project. Results were evaluated using a framework based on Kirkpatrick's four level evaluation model. Findings supported the value of the coaching programme to the executives.

### ***Sample Client Comments***

“Angela delivered a series of 1:1 coaching sessions for my team that have helped support the challenges faced in delivering payments by result contracts. Angela has helped improve confidence, supported individuals to develop coping strategies, and been instrumental in delivering effective change in a team who face multiple challenges, daily. I would recommend Angela as a coach to even the most seasoned leader, to gain a fresh and innovative perspective. The challenges Angela makes in each session have made me a stronger leader.” **Operations Director**

“Angela is an excellent coach who I have found very helpful in developing my skills and abilities in my current role. She clearly has an in-depth knowledge of her chosen field and her I can see very positive results. I would highly recommend Angela to anyone seeking a coach particularly in the areas of leadership and emotional intelligence where Angela excels”. **Senior Operations Manager**