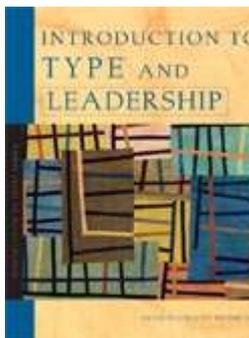


Coaching to improve Leadership Skills at Ofgem

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Assignment



Executive Life Coaching was chosen as the preferred partner to design and deliver the Insights talent programme at Ofgem. The programme is aimed at managers who wish to gain insight into their current leadership strengths and development areas. This insight is then used to create a goal focused leadership action plan, enabling individuals to develop their career in the most appropriate way. Each participant attends a two-day event in which they explore their own Myers Briggs Type Indicator Profile and Emotional Intelligence 360 profile.

Research tells us that in complex jobs, a top performer is 127 % more productive than an average performer (Hunter, Schmidt, & Judiesch, 1990). Research in over 200 companies and organizations worldwide suggests in leadership positions, EI accounts for 80% of the difference between average and top performers (Goleman, 1998).



Emotional Intelligence is about being aware of and managing emotions to be more effective at managing ourselves and our relationships with others. It is the practice of managing our personality to be both personally and interpersonally effective. It is “the practice of integrating feeling and thinking, of using thinking about feeling (and feeling about thinking), to guide behaviour”.

Based on their profile and feedback from others, they create a **Leadership action plan** which becomes the focus of two subsequent career coaching sessions- conducted via GoToMeeting. The participants use the career coaching sessions to reflect on current progress and engage in further goal setting, supported by their coach, to create personal action points to take away from each session and help them drive forward their leadership development. The programme has been a huge success and those who have attend so far are keenly recommending it to colleagues.

Evaluation data

Evaluation of the cohorts to date have identified that:

- 100% of participants agreed that their Executive life Coaching facilitator (Angela Sabin) was knowledgeable and made the learning engaging
- 100% also agreed that the exercises allowed them to apply their learning back in their role
- 100% agreed that they will be more effective in their roles as a result of the stretching course content.

From the coaching sessions there is also a consistent 98% satisfaction rate that the stretch and support offered is fully appropriate to each individual client.

The Leadership Action plans are entirely individual, targeting key areas from their MBTI Leadership profile and the Emotional Intelligence 360°. By the end of the second coaching session – just 3 months after creating their Leadership Action plans on the workshop, clients rate the achievement of their actions at 94%.

**Sponsor
Comments**

“The coaches are flexible, welcoming and genuinely interested in the learners’ experience. The feedback on their workshops has been excellent and the word of mouth has spread really positively around the organisation. The coaches are also mindful of expenses and aim to grant us discounts with assessment providers, which is a great advantage. During the workshops they are engaging, insightful and ensure participants are getting the benefit and developing their skills. The follow up sessions are also welcomed by participants and ensure the learning is embedded to their everyday work” **Grace Salvador, Senior Learning & Development**

**Client
Comments**

“It has been a fantastic development experience working with you. I have hugely valued both the two day training and the associated coaching as part of the Programme. As a result of this course I was able to develop a tangible and realistic action plan which I was able to expand on and consider progress against as part of the coaching sessions. Angela also provided a number of information sources to further my development. I found Angela a pleasure to work with, challenging me to break down goals into micro steps which is something I will take forward and providing me with some practical ways I can and have since implement objectives into my day to day working which I feel confident will help support me achieve my career aspirations”. **Natasha Smith, Senior Manager, Electricity Policy**

“Extremely tailored so very helpful. It has been very easy to implement the actions and I have already noticed the results”. **Amy O’Mahoney Senior Economist, Energy Market Outlook-Ofgem**

"My coaching with Angela came at a crucial time in my career and I found her advice and guidance extremely helpful in identifying tangible, constructive and achievable actions that have helped me to progress. All I can say is, thank you!" **Sarah Bradbury Manager, European Coordination**

“Thank you again for delivering a course which provided me with more self-awareness in terms of what motivates me to perform well and how I can use that to contribute even more effectively. It has already helped me to deal with some difficult situations at work”. **Lynda Carroll Economist at Ofgem**

“It is easy to set action plans during courses which are never followed. However, the follow-up coaching from the Insights course made me continue to think about and implement my action plan. The course and coaching offered time for self-reflection which is often hard to fit into my routine. Thank you!” **Rebecca Pickett Feed-in Tariff Manager**



“The Personal insights programme was excellent – it made me think how I want to be perceived. I am 100% certain the coaching makes a difference. I have developed Action plans on other courses, but with the coaching, the Leadership Action plan I developed on the Personal Insights workshop became more than a piece of paper – the actions I chose have become habits that will benefit my Leadership approach in the future. **Joe Minns Manager - Renewable Generation-Ofgem**
