



Coaching

Use of a trained coach to introduce personal coaching to facilitate the development of people in the workplace. Coaching management performance.

Issues

- Individuals looking to increase personal excellence.
- A desire to enhance the rate of applying theory to practice.

Benefits

- Learning translated into everyday tasks
- Improved performance of the individual
- A more effective organisation

The product in action - a case study

The Client

Halton Borough Council's Transport Co-ordination Team and their partners were awarded "Beacon" status by the Office of the Deputy Prime Minister, under the banner of 'Better Local Public Transport'. Halton Borough Council secured this prestigious award for its innovative projects to reduce social exclusion.

The Need

Within the award was an obligation on the Council to disseminate its good practice in a networking event. Attendees from councils around the country had an opportunity to learn about the concepts that had been successful in Halton.

Halton Borough Council required support and development to enable their internal transport managers who were to lead the dissemination workshops, to deliver and facilitate those workshops and achieve maximum buy-in to their concepts and services from the attendees

Each manager/facilitator needed to

- Be clear about the desired outcomes from their session.
- Increase their motivation and develop their skills in working with the attendees to good effect.
- Appreciate the importance of preparation, practice and rehearsal.
- Be given coaching and guidance in putting together a professional, impressive and exciting workshop.
- Increase their self-belief and self-confidence in producing an excellent performance.

What we did

Stephan Polshaw analysed the situation, assessed the need, formed a proposal, agreed a programme and prepared and delivered a one day workshop for the Council's team

The content of the workshop included;

- Facilitation skills for the participating individuals
- Creating a structure for the delivery of the exchange
- Achieving clarity on the objectives for the exchange
- Motivational techniques
- Assessment of individual performance, strengths and weaknesses.
- Pinpointed personal needs, and provided coaching that addressed specific areas concerning individuals.

Consultant(s): Stephan Polshaw

How the client benefited

- Rapid uplift in team performance.
- Clearer sense of purpose
- A well designed, effective format for the workshops.
- Significantly enhanced facilitation skills.
- Massively reduced risk of poor performance.
- Subsequent motivation and enthusiasm for the project.
- Impressive and admirable presentations.

Contact Us • Call us on: 01606 854813 • email us at enquiries@jestmanagement.co.uk

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Small Brook • Ivy Farm • Station Road • Crowton • Northwich • Cheshire • CW8 2RQ

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