



## Coaching for Managers

Coaching management - When managers have frequent contact with their staff equipping them with coaching skills allows effective coaching to happen when the need arises. Providing them with professional coaching training enables them to adopt a coaching stance when an issue arises and enables a quick and effective response to a perceived performance issues.

### Issues

- Individuals are seeking to perform at an even higher level.
- Managers hold the knowledge and experience of how the task should be done and are looking for effective ways of transferring this to others
- Managers unsure how best to pass on experience

### Benefits

- Knowledge and experience passed from one generation to another
- Equipping managers with coaching skills enables coaching to take place spontaneously when the need arises
- Consistent approach to people development
- Individual performance improves
- Organisation becomes more effective

## The product in action - a case study

### The Client

MIND Halton - a mental health registered charity supported by Halton Borough Council & Halton Primary Care Trust. It provides day services for people that have had or are experiencing a mental health problem. They also offer an information service for anyone affected by mental distress. MIND Halton is affiliated to the National MIND group.

### The Need

As part of their mission MIND Halton encourages service users to take part in the everyday activities of their community, using ordinary facilities wherever possible, with the aim of achieving independent living. This involves managers and key staff coaching individuals in a range of life experiences and skills.

In order to ensure consistent quality, and a common practice, the organisation needed training in effective coaching techniques.

### What we did

Stephan Polshaw delivered a full, Coaching Skills Programme over an extended period. This started with a two-day training course including initial assessment, direct training and safe environment practice of the techniques taught. Each individual candidate then received personal tuition and tailored tasks based on their areas of weakness.

Over a four-week period, each candidate was observed twice carrying out 'real' coaching sessions. They were assessed against set criteria and given feedback on performance. Candidates were given individual tuition and set further tasks to improve effectiveness.

Certification was awarded only on attainment of set standards.

**Consultant(s):** Stephan Polshaw

### How the client benefited

Training & practice in a 'safe' environment.

The coaching programme ensured each candidate implemented the learning from the course.

Course members were given the chance to try out the skills and techniques taught, for real, to ensure their understanding.

Course members had the ongoing opportunity for guidance to resolve any problem areas.

Good practice and learning was consolidated.

The organisation had documented evidence of the standard of service for use with funding bodies.

Contact Us • Call us on: 01606 854813 • email us at [enquiries@jestmanagement.co.uk](mailto:enquiries@jestmanagement.co.uk)

©2007 JEST Management Services Limited • Registered in England and Wales No 4284387 • VAT Reg No 785 7770 65  
Small Brook • Ivy Farm • Station Road • Crowton • Northwich • Cheshire • CW8 2RQ

Management Consultants - Change Management - People Development - Serving the North West