

Case Study – Business Coaching & Training Project

Background

The leaders of a call centre team looking to improve the coaching skills of managers & positively impact both questioning & listening skills of the call centre team as a whole.

The Solution

We agreed a combined approach of skills training, work based observation, feedback & coaching.

A training programme & workshop sessions for managers were designed & delivered to include knowledge & practical application of the organisation coaching model. Training included skill demonstrations, practice sessions & competency assessment to advance the coaching skills of managers positively impacting on their confidence to coach.

Following the training workshops, managers were observed using the coaching model with their team & immediately afterwards we gave personal & confidential feedback to assist with future development.

The managers were observed holding team meetings & given confidential feedback on personal performance which informed development plans.

Ten managers received follow up one to one coaching over a period of four months following the training activity as well as separate observation & feedback sessions.

Results

Quotes from the manager group:

I found Irene to be inspirational & motivational in her coaching & with her fantastic help I have progressed to level 5 in the performance review scheme'

'Irene has given me the confidence to start believing in myself.... she will always ask searching questions to help me get the answer myself'

Irene's coaching has helped me develop very rapidly & was instrumental in helping me achieve the best team award'

'The coaching allowed me to have a greater understanding of how to make our team meetings work more effectively. This has given me the confidence & ability to present myself totally effectively'

The offsite training was powerful, clear & concise'

‘Over the course of the last few months with your expert guidance & support I have grown from next to nothing to a position of competence & confidence’
You have taught me many new styles & models of coaching which has allowed me to adapt my coaching & feedback to tailor my sessions to individual people’s needs & learning styles’
I found it a real benefit to discuss difficult situations & look at different ways to handle these’
This has helped me improve my self awareness & self confidence’

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