

Case Study – Executive Coaching for SME Director

Background

The experienced commercial director of an SME involved in the delivery of accredited development programmes had unexpectedly left the organisation. A less experienced director would now undertake additional responsibilities & needed additional support.

The Solution

We arranged a series of six one to one executive coaching sessions to run alongside existing knowledge training delivery from another source, to support the newly appointed director. Training would provide knowledge, with Executive Coaching to focus on the application of knowledge to the workplace environment. An initial learning needs analysis was undertaken to identify key development areas.

Various coaching models were used during the sessions starting with the wheel of director competencies to identify the focus we would take.

Areas that received focus via coaching included: people management, leadership, managing external relationships, handling challenging situations, embracing diversity & problem solving

We jointly agreed the methods & timing of evaluation of the combined programme at the outset.

Results

Benefits were measured at the conclusion of the coaching programme and three months later to allow for greater opportunities to employ the newly acquired skills.

Part of the measurement process included 360 degree feedback.

Significant positive results were achieved in all key development areas – Understanding & self-awareness, managing conflict, greater self confidence in challenging situations, involvement & consultation with the team in managing change, adapting to the needs of others whilst maintaining focus.

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