People Performance Solutions
PPS INTERNATIONAL LIMITED

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CASE STUDY

Coaching Skills for Leaders

Situation

As part of a cultural transformation, the Executive and Senior leadership of a global, medical device company with 30% year-over-year growth, published core values for the organization, several which required leaders to use active coaching skills.

To implement the core values and competencies, managers needed to adopt a "coach approach," including using skills such as reflective listening, thoughtful inquiry, and demonstrating empathy.

Managers also needed to use coaching skills as part of the newly-standardized formal performance management process.

Desired Outcomes

- Recognize the importance of coaching skills to an organization's capacity and impact.
- Explore the value of coaching to develop trust-based relationships.
- Define coaching skills and identify current barriers to coaching.
- Simplify coaching to a practical activity which happens naturally in interactions across the organization.
- Recognize the importance of empathy, humility and psychological safety when coaching.

Our Solution

PPS designed a series of learning activities including a personal assessment based on organizational values and a series of virtual and instructor-led training events for the participants.

The design incorporated thought from the International Coaching Federation and utilized certified coaches as faculty.

All materials were branded to the client organization.

Success Indicators

- Participants signaled 99% overall satisfaction and evaluated facilitation 5.0 out of 5.0
- Solution aligned to organization's core values
- Solution referenced organization's performance management cycle including key process areas where skills would be used
- Client's senior leaders provided visible support and sponsorship
- Solution used a blended-learning approach with manageable participation timeframes to allow application, in recognition of organizational growth
- Examples, language and graphics used in design took a global leadership audience into account

Products & Services Used

- Consultation with Executive/ Senior Leadership team
- Custom Instructional Design & Development
- Skills practices for application activities
- Facilitation services
- Coaching services
- Program evaluation services

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