

Success Story:

Using 'Discovery Sessions' to enhance self-development

July 2024

What was your goal?

Our main goal was to help employees, managers and supervisors at Coventry City Council learn about the benefits of adopting a coaching mindset and to increase engagement with our Coaching Culture platform. We were also keen to showcase how employees could enhance their personal and professional development.

What did you do?

To maximise the benefits of the Coaching Culture platform, we developed separate virtual sessions for employees and managers/supervisors. The sessions were delivered at different times throughout the year, each linked to specific campaigns such as "Learn and grow with Coaching Culture" and "Unlock your potential with Coaching Culture."

Discovery Sessions (Employees)

- **Duration:** 1 hour 15 minutes
- **Format:** Virtual session via MS Teams

The session provided an overview of the Coaching Culture online platform, with a specific focus on the '**Mindset**' modules. The session highlighted how improving self-coaching skills could support both personal and professional growth.

Participants were also given 20 minutes to complete a Mindset module of their choice during the session. Following this, they were asked to join a breakout session, to discuss their experience and how they intended to apply their learning within the workplace.

Discovery Sessions (Managers & Supervisors)

- **Duration:** 1 hour 45 minutes
- **Format:** Virtual session via MS Teams

The session provided an overview of the Coaching Culture online platform, with an emphasis on the '**Lessons**' modules. The session demonstrated how enhancing their coaching skills could help managers and supervisors effectively coach their teams to reach their full potential.

Participants were also given 20 minutes to complete a 'Lessons' module during the session, which served as an introduction to the foundational elements of coaching. This was followed by a breakout session, which enabled them to discuss their experience with their peers, as well as their key takeaways from the module.

What results did you see?

We found that employees left the sessions more motivated to engage with the platform and complete additional modules. Through the post session survey, **employees reported that they were more empowered to use the platform for their self-development and to tackle issues that would help them improve their performance.**

Managers also reported that they found the sessions valuable as it equipped them with the tools they needed to embed a coaching culture within their teams. Although the 'Lessons' modules were targeted more at line managers, post-session feedback showed that social workers also found them useful for having difficult conversations with service users they encounter as part of their role.



Talent and Culture Team
Coventry City Council