

Success Story:

Learning and Development Manager, PSS

February 2024

What was the goal?

The goal was to give all our Managers at PSS the skills and knowledge to facilitate employee development, enhance performance, improve communication, and foster leadership encouragement, imbedding a coaching culture whilst utilising a growth mindset.

What did you do?

We took the **Coaching for Non-Coaches Lessons** and broke them up into a **5-week blended learning programme**. Each week would have 2 modules to complete prior to a 1-hour reflection group discussion about the modules, their findings, and thoughts about each one.

Example of Week 1

1. In their own time complete the topics 'Introduction to Coaching' and 'Coaching Essentials' they would download the workbook complete it and make notes to bring to the discussion session.
2. 15:00pm Thursday attend learning group discussion session – Via Teams and share learning 1-hour self-learning and reflection.

At the end of the five weeks, they would then attend a half day group session where we would cover the following:

- Q&A session on the coaching for non-coaches' content.
- They would have a go at coaching in triads.
- How would they benefit from coaching, pros and cons.
- Coaching in the moment with their teams.
- Evaluation and feedback.

Although this did not qualify our managers as coaches, we believe this course would give them a positive outlook and allow them to embrace a coaching culture with their teams and the organisation.

What results did you see?

We had a lot of managers whilst on the course hitting a light bulb moment regarding situations or staff they were dealing with at that point in time. These skills enabled our managers to understand employees' perspectives, clarify expectations, set clear goals, and communicate feedback in a respectful and conducive manner.

We found when our managers integrated coaching into their practices, it created a positive work environment where learning and work could thrive together.

In summary, introducing coaching Lessons to managers not only enhanced their leadership abilities but also contributed to more productive and engaged teams throughout the organisation.

