



Building Coaching Skills for Driving Organizational Change and Performance

Business Context

A Media & Research company approached us to build coaching skills within its people leaders to drive organizational change and performance. The nature of the industry required leaders to engage people far more to tap into their creative intelligence and build capability to accelerate both individual and team performance. This had become increasingly more important since attrition was rampant, employee engagement scores had dipped considerably, and client satisfaction index was also being impacted.

Intervention Design

A 3 months intervention with pre-work, 360-degree feedback on leadership competencies, Coaching master class, post coaching support to implement the action plan linked to performance KPI's.

The focus was helping leaders explore the impact of leadership behavior on team climate and results. Leaders explored the art of science of engaging individuals for peak performance, learnt the skills of how to facilitate a coaching dialogue, which inspired people and created new possibilities for the business.

The group coaching support post the workshop, helped leaders discuss their live challenges, apply the skills to everyday practical situations. At the end of the program leaders felt they had the necessary skills, tools, concepts and frameworks to implement their action plan successfully.

Business & Personal Impact

Leaders became increasingly aware of the importance to engage people, this reflected deeply on their leadership styles and it's impact on team climate and morale. In the follow up sessions, each leader reported -



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they had started listening far more deeply, were practicing the skills of curious questioning to tap into the creative intelligence of the team. Over a period of 3 months, Leaders reported enhanced confidence and ability to better coach and build capability leading to an improved employee engagement index, greater predictability of results and improved performance.

“Client Speak”

“Thank you for your stellar contribution to our talent development agenda. Your programs have been successful and have contributed to our scores on immediate line manager index going up” - **Chief Human Resources Officer**

Perspective on Building Capability using a ROI Driven approach

Building capability or designing critical skills and competencies for leaders needs to be integrated with their business and performance goals at the work place. As each component of learning impacts performance, the self-belief & commitment towards practicing the skills becomes an enabler for growth. Further the design of the workshop should incorporate the measures of success at the onset, so leaders have a clear line of sight between learning and results.

Need more information?

To discuss how you can build Coaching skills for driving organisational change and performance for your organisation:

Call: + 91 9920 052 172 or mailus@human-network.in

About Us

Human Network is a leading edge leadership and talent development consulting firm. Our core areas of expertise include Leadership development, Executive Coaching and Custom interventions designed to build critical competencies for success and accelerate performance.

To know more about how we can partner you to build the right capability building architecture to drive performance, log on to **www.human-network.in**

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A-804, Jaswanti Allied Business Centre, Ramchandra Lane, Kanchpada,
Malad (W), Mumbai - 400064