

Coaching for the Transition to Leadership

The Challenge

A non-profit organization implemented a restructuring that “flattened” the organization. They eliminated a number of job titles and parts of the hierarchy, resulting in many employees taking on new leadership responsibilities.

The Organization and Leadership Development department sought coaching services to help individuals across the organization:

- Transition into new role expectations and change of title
- Switch from being a technical expert to managing and leading
- Increase interpersonal skills
- Increase leadership competencies

The Solution

Management Concepts worked with the client program manager to form a cadre of expert coaches, create a candidate profile to facilitate the coach matching process, and to allow each coachee to participate in the selection of his/her own coach. Our flexible contracting process allowed the organization to issue task orders for each coaching relationship, establishing a package of coaching hours for each coachee. Prior to this engagement, employees took a number of assessment instruments and completed an individual development plan, which Management Concepts expert coaches reviewed and incorporated into the coachees' goals for the coaching engagement.

The organization is being provided information regarding themes addressed by coachees, aggregated to maintain confidentiality, through feedback from coaches as well as surveys of both coaches and coachees.

Management Concepts continues to work to advise and support the creation of best practices for coaching within the organization, including navigating the appropriate expectations and involvement from coachees' supervisors.

The Results

- Supervisors and managers are better understanding the struggles of employees throughout the organization.
- The organization increased its understanding of coaching program best practices.
- Multiple coachees have requested additional coaching, indicating the effectiveness of their coaching relationship.
- Coaching program assessment will help the Organizational and Leadership Development department make future decisions about ongoing coaching and development opportunities.

KEY FACTS

CLIENT

A Non-Profit Medical Society

PROJECT GOALS

- Transition multiple employees from technical roles to managers and team leads
- Help individuals transition into new roles expectations
- Help individuals increase interpersonal skills and leadership competencies

KEY OUTCOMES

- Supervisors and managers are more aware of employee struggles
- Additional coaching continues to be requested

CALL TODAY to learn how Management Concepts can help you achieve your performance improvement objectives.

888.545.8579