

“How Managers become Coaches”

a  **Treasure Lab** Case Study
Coaching & Development for Change

The Brief

A major manufacturer gave us the brief: “We want our managers to learn how to coach. We want them to learn and practice coaching as an everyday tool.”

The Solution

A step-by-step approach

Coaching training is combined with individual action planning & one-2-one coaching for each participant.

Basics steps - The participant/manager

- Raises self-awareness on his coaching at the start of program
- gets trained in solution focused coaching techniques
- drafts a personal action plan on how to apply coaching to his team
- is coached by Treasure Lab on successes, progress & application of coaching to everyday work
- measures successes & progress throughout the program

The program period and span

25 managers and their 25 coachees participated, in a period, totalling 8 months.

The Results

Indicative quantitative results:

-40%

Team members relied 40% less on their managers' for solutions

-30%

Meetings were completed in 30% less time with improved results

+30%

Managers gained 30% of their time to do other things

25

Managers reached personal goals from their Action Plans

Indicative qualitative results:

- Open questions allowed team members to **think** and **find** their own solutions
- Team members took **initiatives** and organized productive meetings without their managers
- The Scaling Tool allowed the team to arrive at an **action plan faster** than before the program.
- Managers who applied feedback more frequently and used specific examples had **positive results**