

## GO Group – who are we

- 24 years in business
- Provider of learning, development, and business development
- Management development, coaching
- Preferred contractor to liPS – public sector

## Case Study – Using Coaching to Change Culture

- Retail business – 15 sites
- Planned growth – opening more sites
- Challenge – lack of management capability
- Staff/mgt turnover

# Management Trainee Programme

- Develop their own
- Programme that they could deliver themselves – develop in-house capability and sustainability
- Help to sift potential managers

# Programme

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- Series of modules
- Assessment methods
- People management and development – stock control
- Trained managers as coaches
  - How people learn
  - Providing constructive feedback
  - Coaching skills

# Outcomes

- Able to sift potential managers
- Successful appointments
- Total change in culture throughout business
  - managers and trainees taking a different approach to managing people
  - personal growth of managers and staff
  - Improvements to profits, staff absenteeism/turnover

# Coaching – an Assessor’s View

- Where a coaching culture exists it becomes evident quite quickly
  - People progression
  - Manager’s role – defined by managers and staff
  - Examples of support given readily
  - Staff morale, turnover, absenteeism
  - Approach to the business/organisation more open – staff more empowered

## Coaching – Contribution to the Standard

- Indicator 4 – Management capability
- Indicator 5 – Management support
- Indicator 7 – Taking ownership
- Indicator 8 - Effective learning & development