

Senior Manager Coaching for Chester & West Cheshire Council

What was the brief? Chester and West Cheshire Council (CWAC) are a relatively newly formed council, consisting of a merger of a City, with District Councils. Therefore the council is experiencing high levels of change and transformation as they shift to new way of working and high performance culture. CWAC were wishing to support their tier 3 (HoS) & tier 4 managers with some 1-1 coaching following a 360 assessment.

What did we do? Following a 360 assessment MCW provided a 90min face to face coaching sessions to all the managers to enable them understand how they were going to move forward following their feedback. Taking a coaching approach to this topic would increase the individuals' awareness, responsibility and motivation to produce a well thought through plan that would be able to play a significant role in their overall competency and leadership development. A secondary objective is to introduce coaching to the Head of Services, so that they were able to experience first-hand the power of the coaching approach. This in turn, could increase their appetite to learn these skills for themselves and adopt a more coaching approach in their own communication and leadership style.

The Impact:

Despite the short nature of the coaching intervention, the coaches reported significant value from the time, 'space' and blend of support and challenge. It enabled them to turn their 360 assessment feedback into something meaningful to work on over the next 12months. Due the success and benefits realised from the 1st session, CWaC decided to offer the Head of Service managers where a further follow session 3 months later to consolidate learning and action.

"I left the session feeling a significant increase in my clarity, desire and ability to move forward in developing my leadership style" Head of Service, CWaC

I had never had 'proper coaching before the experience of being truly listen to with no agenda or judgement, seemed to release a new level of thinking Senior Manager, CWaC

"We set MCW a tough job, to deliver meaningful results in short period time in an organisation not used to coaching. I was very impressed in their experience, professional yet flexible nature and I only heard positive feedback from the coachee" L&D Manager CWaC