



The Big Blue Box Ltd

An Action Plan

Coaching conversations achieve greater honesty and openness, in a wider context, with fuller ownership of the outcomes than is possible in a typical Appraisal process. The coachee is able to assess accurately their own performance and ability, resulting in clarity for ongoing personal development.

This case illustrates the extent to which self awareness, once achieved, can lead to significant personal developments that impact upon performance.

Background

B is a skilled and knowledgeable professional, with the potential to move to Leadership roles, but is held back by his interpersonal skills, behaviour to some others and his own confidence in his role and future.

The Process

Appraisal and other documentation was reviewed but the value of the process was found in facilitating honest feedback from colleagues in a safe and confidential environment, challenging discussion on personal goals and ambition, supported by 'one to one' coaching conversations.

Outcomes

B prepared this table himself as a document to remind himself of his commitments to change.

It charts B's self-assessment - a realisation of his previous behaviour and his commitment to action in the future.

<i>PREVIOUS REPUTATION</i>	<i>FUTURE BEHAVIOUR</i>
<i>'Terrier'</i>	<i>Making time to do certain things</i>
<i>Brow Beat, Devil's Advocate</i>	<i>Seek other people's ideas</i>
<i>Stubborn, Dogmatic, Inflexible</i>	<i>Admit when [I am] wrong at work</i>
<i>Doing things my way</i>	<i>Be open to new ideas</i>
<i>In charge</i>	<i>Delegate</i>
<i>Logical order to work and life</i>	<i>Let others take responsibility</i>
<i>Safe pair of hands, Technically sound</i>	<i>Listen, think, question, react</i>
<i>Very experienced</i>	<i>Appear under control</i>

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<i>People consult me a lot</i>	<i>Coach others</i>
<i>Sympathetic</i>	<i>Develop people especially to be leaders</i>
<i>Capable of being 'wound up'</i>	<i>Show others how to be good professionals</i>
<i>Interrupting conversations</i>	<i>Role Model</i>
<i>'Sounding off' too quickly</i>	<i>Consistent approach, especially to coaching</i>
<i>Stand no nonsense from [suppliers]</i>	<i>Get feedback from others</i>
<i>Too rushed</i>	<i>Facilitate</i>
<i>Staying late</i>	<i>When answering question bring others in to share knowledge</i>
<i>Good [professional] reputation</i>	
<i>Doubting what I want</i>	
<i>Doubting if I am promotion material</i>	
<i>Defensive</i>	
<i>High expectations of others - Frustration</i>	
<i>Hoarder</i>	