



The Big Blue Box Ltd

Wide Impact

This is feedback from one of the 'direct reports' to one of my more senior coachees.

The case illustrates the benefits of independent and objective approaches to enhance communication. It illustrates the benefits of feedback and consulting the 'other people' around a coachee and involving them in a process.

This also illustrates the rippling and cascading effect that coaching can have – enhancing the performance of people around the coachee.

The coachee W, wanted to ensure that he was fully aware of all the development issues that could be part of his coaching project and set up interviews with his team. These are the comments made a member of W's team:

'Chris came to see me as part of a process to obtain feedback on my boss W, whom he had been coaching for some time.

I was actually, at that time, going through a period of feeling quite low about my own work, as I was the 'new kid on the block' who had recently joined a long established management team who were all older and more experienced than me.

In addition, I wasn't getting any 'one-to-one' time with my boss which meant I didn't have any sense of whether I was performing well in my new role.

Originally I hadn't intended to offer Chris as much information about my feelings on my current work situation as did, as I wasn't sure how this would be handled and fed back.

However, Chris really quickly established rapport, credibility and - most importantly my trust- by demonstrating he was intelligent and astute enough to provide feedback in a constructive manner.

Since Chris provided his feedback to my boss, a few small changes have been made by my boss that has now made an enormous difference to the way I feel about my work.

I now have structured time with my boss, which gives me more focus to my work and a sense of how I am doing.

This in turn, I think, has made me more confident and relaxed around my peers and so I contribute more to the team.

I had previously thought coaching was all about the individual, but Chris' work has had a 'ripple' effect causing improvements to the whole performance and culture of our team.'

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