**How does coaching benefit public sector managers?**



Over 600 leaders and managers have accessed a coach from the West Midlands Coaching Pool, but why?

Some of the stories below help to answer that:

**“Coaching has allowed me the time to think before jumping in both feet first. This has given me the space to look at several angles at once. It has also helped with dealing with awkward conversations and given me the tools to help others. I am a better manager as a result of coaching. It has stopped me in my tracks and made me think about how I can influence behaviours of my team, other managers around me and above me and helped me to refocus and look to shaping my team in alignment with new corporate objectives.”** *Communications Manager – Warwick District Council*

**“The coaching has allowed a concentrated focus on the main issues of managing a larger than possible job in a work area that wasn’t really my choice. I have benefited from having an expert listening, questioning and challenging me as I have reflected, on my feelings, behaviours and planned actions.**

**My coach’s ability to ask questions that have required me to think about things from different perspectives has been incredibly useful in moving my thinking on. I have grown in confidence in all aspects of my life and feel that as I approach another challenge I do so with a renewed self-esteem and acknowledgement that with the right mind set I can have a go at anything.”** Service Manager, Staffordshire CC

**“Having time out with someone who doesn’t know me was really valuable, giving me the opportunity to reflect on my skills. It was a conversation without any judgement which allowed me to be open and honest, I wasn’t told what I should do but enabled to make the journey on my own, coming to my own conclusions. This would not have worked if I had been told the answer. I don’t think I could have done this with my peers or boss as I would have been more guarded.**

**I feel I am managing my team better and that the whole team is doing more for the organisation, more efficiently and effectively. From the 3-way conversation my Manager highlighted how I am more confident, in control and taking initiative. I am much more visible to more senior members of staff and having greater impact in meetings due to my confidence to speak up.”** *Community Connection Officer, Coventry City Council*

**“Personally – it’s helped in prioritising what’s important and in facing challenges and dealing with and giving feedback.**

**I am enthusiastic about the role I have taken on in establishing the Police and Crime Panel, which is outside my comfort zone”** – *Overview and Scrutiny Manager, Birmingham City Council*

**“Coaching has helped me to free up time and focus on leadership; I ensure that I have reflective time considering how my time is being used. I am more focused and using my time more effectively to develop and support managers to deal with operational matters allowing me to be more strategically focussed.***” Head of Service, Gloucestershire County Council*

**“Coaching has been refreshing for me and I have sincerely benefited from being able to talk frankly and confidentially to my coach. I feel I have grown in all areas and feel empowered to problem solve and armed with lots of new tools to lead my team through change. I look more to the future rather than the day to day operational functions. I have also learnt that it is good to care about your staff.**

**I have thoroughly enjoyed every coaching session and have taken something away with me ever time. I need to make sure I keep practicing and implementing what I have learnt.**” *Deputy Head of Service, Rugby Borough Council*

**“Through coaching I have been able to gain sufficient time to self reflect on what beliefs and perspectives were not working for me. The key benefits to the organisation are that I am now a calmer manager. This means that the shadow I cast is more positive which enhances my role of influencer. With reduced stress I am able to deal more effectively with all situations as I am able to stand back and take time to assess what my role and contribution is in challenging situations and indeed where others contributions lie. Having understood through coaching some of the patterns and habits that were restricting my growth I am also now able to assist others in the same position which makes me a better manager.**

**Although I still face the same issues; my approach to handling them and in particular my own accountability in such situations has fundamentally shifted, in a more positive and healthy direction.”** – *Team Leader, Staffordshire County Council*

**To find out how you can benefit from accessing a coach visit:** [**www.wmcouncils.org.uk/receivingcoaching**](http://www.wmcouncils.org.uk/receivingcoaching)

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