



Coaching

Chief Officer's Experience

It's very daunting and lonely to be the person everyone looks to for leadership so we offered some one to one coaching sessions. Here's a personal account of one Chief Officer's experience. Coaching is very specific so we've kept the account anonymous in this instance.

"As a new chief executive in a small very busy hands on service delivery organisation I found the opportunity to have some coaching and support at times a life saver! It provided time and space to step back and think things through with a critical friend and someone to share thoughts and processes with who had no axe to grind and an independent view. Managing change can be notoriously difficult and having someone who can help you to retain focus and direction when everyone around you is behaving in ways which cause endless distractions is again very helpful and a good investment."

"Being a chief executive can mean that you are often very isolated with few people around you who you can really trust. Investing in some support, coaching or mentoring can help to restore confidence, get the balance right between the day to day tactical issues and longer term strategy and keep a focus when all around feels like chaos."

"I have found my coach to be particularly useful in restoring my faith in myself when staff have been very difficult to manage during changing times, keeping me focused on doing the right things in the right ways and understanding the business that I am in so that I can develop our skills in identified niche markets. As a critical friend and sounding board I have found my coach to be someone who reflects back to me a sense of direction and a clear idea of the impacts I may be having for others which helps me to manage issues with staff and trustees."

"At times when I have felt low, my coach has been able to reflect back the achievements I have made and give clear observations as to my strengths and development areas together with the progress I have made. Investing in coaching is hard work and can take its toll emotionally, but for those who believe in personal development and transformational leadership, it's a must have and it will pay huge dividends."

December 2010