

## CASE STUDY

# Executive Coaching Support for an NHS Hospital Trust

### What was the client need?

INTOO supported the succession planning of a major change management project involving 30 individuals. We provided tailored one-to-one leadership coaching programmes for individuals who face a change in role due to re-organisation and/or who need some help with leadership support during this time.

### What did INTOO do?

We focused on supporting individuals across a tailored package of support to develop:

- Motivation
- Increased confidence and self-awareness
- Emotional intelligence
- Coaching skills and personal leadership styles
- Career mentoring skills for their employees
- Resilience
- Performance management skills
- Outplacement

This was delivered on-site in regional locations to suit the client. Psychometrics were used both before coaching commenced and at the end of programme to establish changes in mind-set, belief systems and perceived performance as well as INTOO scheduling interviews and feedback sessions with the L&D team.

### What What was the outcome?

We worked with a number of Clinical Directors to develop a coaching based leadership approach alongside enhanced Emotional Intelligence and Self-Awareness. The core focus of this activity was to build self-awareness – as individuals with functional expertise, it was felt that improvements needed to be made in respect of 'soft-skills' - empathy, communication, team management and so on in order to enhance productivity and maintain engagement.

As essential members of the Trust, individuals needed to be supported to change their behaviours, and the INTOO interventions proved a successful way of achieving this. Alongside this activity, INTOO were asked to support the retention of other front-line staff who the Trust were keen to retain. Our career-development and resilience workshops are proving successful in helping people understand how to balance the Trust's day-to-day work requirements with their personal growth.



## Sani – People Manager

*“INTOO have worked with a number of employees at Manager level up to Executive level, offering a high quality coaching service.*

*The referral process is quick and our leaders have been pleased with the quality of coaching they have received from INTOO, with many citing coaching having a lasting impact on their ability to perform and better manage their teams”*

