

From: Dominic Maher – HR Director, GMAC RFC Ltd

Topic: Supporting Senior Leadership during Change

Brief: Teresa was asked to design and deliver a support programme targeting an audience of 20 Senior Leaders from all parts of the company.

The objectives were

- ▶ to help the group think about how to lead their teams in challenging times
- ▶ to help the group explore their own personal responses to these challenges, and
- ▶ to explain how Executive Coaching can be used to assist the context of change

Approach: To deliver this, Teresa ran a fully participative workshop based on the Change House model and introduced the need to define leadership legacy behaviours.

She then facilitated three one to one coaching sessions with each individual group member. These took place on-site and off-site and were set out to over a three month period. These were confidential sessions and Teresa used a variety of models in her support work – eg the GROW model and the Wheel of Life.

Follow up: Teresa will be leading a “wrap up” workshop to review and embed the learnings made across the period and to help the group face the next stages of their organisational change activities

Evaluation: (feedback from the delegates)

1. Delivery Facilitator rating 1-10 (10 being excellent) 8=2 9=3 10=1
2. Impact How likely are you to recommend these sessions? All voted Very Likely

How would you measure your confidence in the skills areas this session has addressed? (1=low, 10=high)

Before the support	Now
4	8
6	8
6	8
8	8.5
6	8
5	9

Summary – Personal Testimony

Teresa has made an excellent and lasting impression on our company. Her open, honest and pragmatic style has enabled her to build strong relationships with each member of the senior group. Her extensive working knowledge and experience has also provided us with a great deal of different options and ideas to reflect upon and use in our journey. On a personal level, I have found her an inspiring support in helping me to lead the HR Team through these challenging times