

Positive Change: Leader as Coach

"We have had 150 managers in all the Scandinavian and the Baltic countries through this program, and we are impressed with the results and the outcome of the program. Seen from an organizational perspective, we have an increased awareness among our managers of the importance of dialogue as a way to reach our desired results."

Peter Hemming,
HR Manager, Ericsson
NOBU Division
(Denmark)

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Who It's For

- Leaders and managers who want to be more effective at achieving results by developing the capability of their people
- Internal consultants, HR, and training professionals who want to support their business by expanding their capacity to take a coach approach to their roles
- Organizations that want to support high performance through a leadership culture that is collaborative and engages its employees

The Program

- Focuses on the role of the leader as coach and the nature of the coaching mindset
- Includes tools that support the coaching relationship and processes
- Builds leader's skills and coaching capabilities
- Provides support after the programs are implemented

Our Difference

- Develops the coaching mindset as a key success factor
- Positions the coaching approach in an organizational context
- Supports managers in relating their coaching roles to other manager/leader roles

CASE STUDY

Who: Ericsson, NOBU Division; Scandinavian division of a global telecommunication company.

Challenge: The client was looking for improved communication between its managers and increased productivity across its Scandinavian offices. Ericsson has developed a "virtual organization", characterized by employees working in offices in up to 5-6 different countries. Approximately 3 - 5 times a year, managers are able to meet with them.

How: The Positive Change: Leader as Coach program was translated and delivered in the local languages (Danish, Swedish, Norwegian) to leaders and line managers. The modules were designed in partnership with the client and rolled out in Denmark, Sweden, Norway, Finland and the Baltic.

Results: Participants were thrilled with the practicality of the program, its tools, and the high caliber of teaching materials. The program was delivered with exceptional results in three different languages. Management teams were able to coach middle managers from within the company. This further extended a coaching "mindset". By February 2007, Adler's Positive Change program had become a mandatory part of the Ericsson Leadership Development Program for all new managers and key personnel.

Adler designed a 6 Month Post Impact Study to evaluate the effectiveness of the program.

Results on the effectiveness of the Ericsson program included:

- 65.4% reported GREATLY INCREASED ability to effectively support others in enhancing their performance and developing their skills/capabilities.
- 69.2% reported GREATLY INCREASED communication effectiveness with the people on their team.
- 75% reported GREATLY INCREASED coachee willingness and ability to come up with their own solutions and strategies.
- 52% reported GREATLY INCREASED interpersonal effectiveness.