

Business Coaching



Kärcher (UK) Ltd

Managing a large team of people is often exciting, always challenging and sometimes daunting. The individuals who carry that responsibility spend much of their energy on developing others and holding the fort! They may neglect their own development needs and overlook the value of time spent reflecting on achievements and reviewing goals. The benefits of taking regular time out with an experienced Business Coach can go a long way to recharge their diminishing batteries.

Kärcher (UK) Ltd employed Harding & Yorke to deliver Executive Coaching to a new appointment within their management team.

➤ **What we did:**

Bi-weekly coaching for the first two months, monthly coaching for rest of the year (half day sessions)

Each session contained:

Review of previous objectives

- Reflection of the month's achievements and challenges
- Goal setting
- Practical discussion on how to achieve goals
- Dealing with barriers
- Understanding commitment required

The whole session was conducted using a coaching style to encourage the manager to dig into the depths of their own thinking and find solutions

➤ **The result:**

"I really look forward to my monthly H&Y Coaching Sessions. From a personal perspective it is an opportunity to discover my strengths and deal effectively with the challenges I face. My confidence has grown month by month, as has my ability to coach my Team Managers towards achieving their Team Goals. We have seen a tangible improvement in the quality of our customer service offering and a change in attitude from reactive to proactive selling. It has been an inspiring year"

Charmaine Vallance-Poole