



Coaching Feedback from a private sector client. The company name has been redacted to retain confidentiality.

The feedback below relates to five coaching relationships that were in place through 2021-22. In each case the clients experienced at least six, one-hour sessions before offering their written feedback.

All coaching relationships were completed in full. In each case feedback was positive with a clear sense of considerable value having been added to individual, team and organisation.

- All coaching relationships completed in full.
- Broad themes: leadership, supporting motivation, managing workload, work/ life balance, compassion for self and others, resilience, managing upwards and delegation.
- Typically, three coaching goals per person noted at the outset of coaching
- Average score for ‘how close you are to achieving your goal?’ at the **outset** of the coaching = **4.6/10**
- Average score for ‘how close you are to achieving your goal?’ at the **end** of the coaching = **7.9/10**

<i>This is the feedback from across five clients coaching during 2020. Quotes are selected to provide a flavour without breaching confidentiality</i>	
<i>Pick a score between 0 (totally disagree) and 10 (absolutely agree) for each of the following statements</i>	
On the basis of my experience with Jeremy I would recommend coaching to my colleagues	9.6
Coaching has moved me forward positively towards achieving my goals	9.4
The learning, achieved throughout my coaching, has a positive impact on my professional development	9.6
I apply the thinking and learning from my coaching experience in the delivery of my responsibilities at XXX	9.6
Coaching has resulted to improvements in my personal efficiency and effectiveness at work	9.2
Coaching has resulted in tangible benefits for my team	9.6
The coaching experience adds value to the development of XXX as an organisation	9.6
How is your coaching experience benefitting you?	
<p>‘The sessions challenge me to think about my behaviour and actions and to make positive change to adjust these for the mental benefit of myself and my team.’</p> <p>‘Having never been coached before, I benefit greatly from hearing myself talk out loud and answer my questions, with Jeremy’s probing. Really rewarding and positive experience. Feeling much more positive about my performance and have a book of notes to run through when I need to re-focus.’</p>	

'Taking time to think about goals and direction is very useful'

'Coaching has helped me become more reflective and measures, it has encouraged and taught me to become more aware of my thoughts.'

'Understanding of personal barriers to success.'

How is your coaching experience benefitting your team?

'using the information I have gathered to manage my team better and to work better with them.'

'Delegation coaching was tremendous, really help me to close the loop and have systems in place to manage throughout the delegation process.'

'Clear communication from me, especially on more difficult conversations.'

'...has a profound impact on my team as I have more clarity and conversations are more meaningful. I have applied what I have learnt from my coaching session into sessions with my team as well as in other conversations when I have had the opportunity.'

'Understanding wider team dynamics and needs.'

How is your coaching experience benefitting your employer?

'I have become more comfortable in my position as a manager at XXX and feel that I can continue to manage and add more individuals to the successful team.'

'Clearer thoughts and actions. Greater confidence.'

'I have learned a few very useful things that I have passed on to my teams.'

'As above, I have applied some of the techniques I have learned into meetings and 1:1 conversations meaning I listen and ask more helping others to do the thinking. This I feel, has helped others development as well as helping me build better working relationships with individuals across the business.'

'Directly impacting Company Culture and Values. Walking the Talk – as they say!!'