

# WHAT HAPPENS WHEN MANAGERS HAVE THE RIGHT CONVERSATIONS?

## THREE CLIENT SUCCESS STORIES

Here's how three of our clients met their goals by changing the conversation. If you've identified a need for change, why not join them in using our ELECTRIC framework to incorporate a coaching style into your leadership approach? We've helped hundreds of managers use coaching to get the best from their teams.

### SUCCESS STORY 1

BAE Systems recognised the need to support early-mid career professionals to plan their careers and saw the role of managers as crucial in achieving this. They wanted to help these professionals take advantage of the opportunities available in the business to develop and grow, with their career aspirations in mind. We partnered with them to upskill groups of line managers who would be able to hold open, career-focused conversations where people were able to clarify their career plans and take concrete steps to turn their plans into reality with real ownership and enthusiasm.

We based a development programme around our ELECTRIC Online course with tailored career coaching add-ons to enable them to have truly developmental conversations.



## SUCCESS STORY 2

The Open University needed their academics to have more supportive mentoring and coaching conversations with their students and with colleagues. They wanted to change the relationship to be more 'adult-adult' rather than 'academic-student' to improve engagement.

We worked with our key partners in the Open University to understand the change needed in the interactions between academics and students. We created a programme based on the core ELECTRIC Online content, and included additional modules for an academic context. The programme led to significantly increased engagement among students whose tutors had undertaken the ELECTRIC Online training.



## SUCCESS STORY 3

A major Consumer Goods Manufacturer partnered with the OCM to broaden their repertoire of leadership styles and help them encourage real ownership of problems and challenges in their teams. We used ELECTRIC Online to provide training in coaching skills to leaders in manufacturing plants across Europe – plant directors as well as their leadership teams. When we evaluated the programme, line managers completing ELECTRIC Online noticed a significant increase in the levels of engagement in their people as a result of their managers using a coaching approach more of the time.



Amazing! What a clever use of simple tools. Great to really see and experience how the ELECTRIC coaching technique can transform ideas, thinking, management approach and really support others in feeling motivated and taking ownership of their dilemmas.



Contact Amanda Hobbins, [amanda.hobbins@theoem.co.uk](mailto:amanda.hobbins@theoem.co.uk) if you'd like to learn more about ELECTRIC Online and other ways we can support you and your leaders.