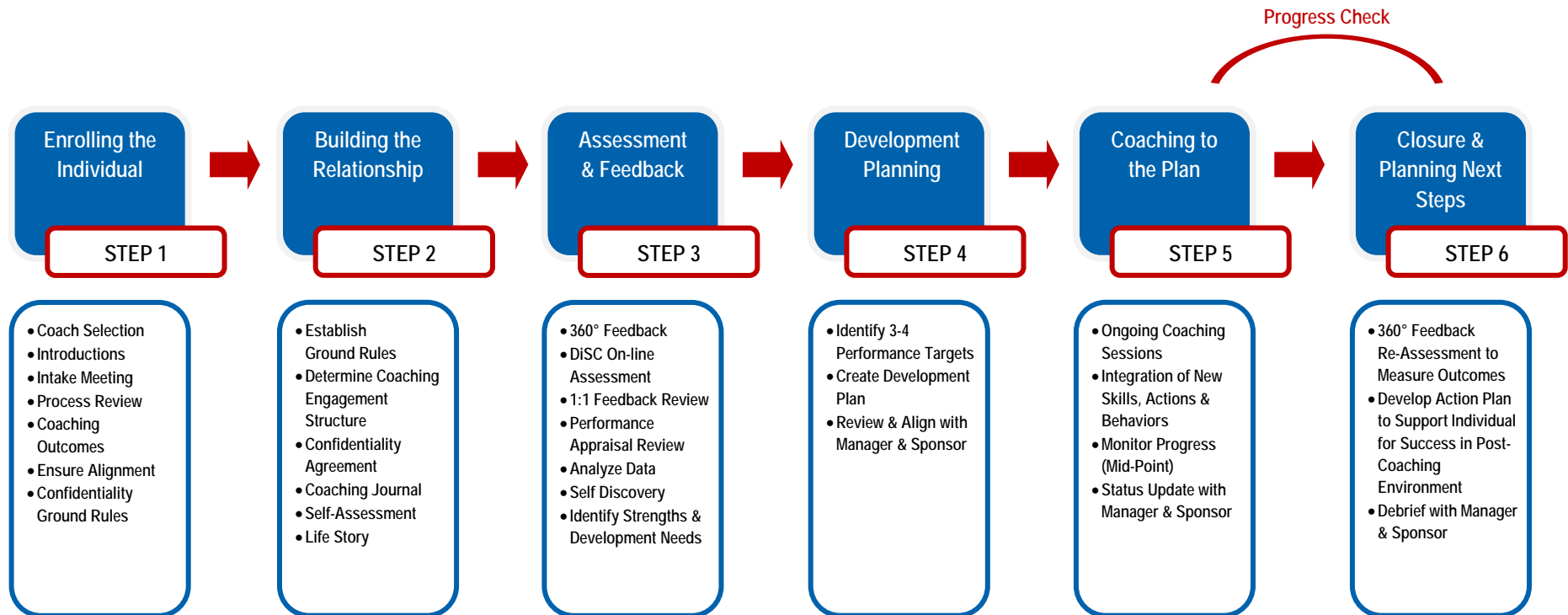


# Turning Point™ Coaching Process



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# Benefits of Creating an Internal Coaching Capability

## Benefits to the Coach

- Applied core coaching skills & techniques in all interactions
- Improved relationships & productivity in own organization
- Transformed their managerial style to reflect new coaching behaviors (empower others; ask vs. tell; better listeners)
- Added immense value to their lives by acquiring coaching skills
- Became more effective at giving feedback in the workplace
- Increased job satisfaction & self-worth
- Became more confident & assertive
- Improved working relationships with boss, peers & subordinates

## Benefits to the Individual

- Improved relationship with immediate supervisor
- Improved working relationships with peers
- Gained better understanding of strengths & developmental needs
- Became more motivated at work
- Decreased stress levels at work
- Felt more valued by the organization
- Achieved positive & sustainable behavior changes
- Created greater work-life balance
- Became more productive & effective at achieving goals
- Increased job satisfaction

## Benefits to the Organization

- Closed development gap between senior level employees & employees at lower levels
- Provided exposure & targeted development opportunity to high performers
- Reduced turnover & retained key individuals who received coaching
- Improved relationships throughout the organization (greater teamwork)
- Increased awareness of what other functions do
- Improved organizational bench strength
- Enhanced succession planning through development of high potential talent
- Increased individual & organizational performance
- Management perceived as being committed to employee growth & success
- Increased employee engagement
- Reduced overall coaching costs
- Achieved bottom-line results with an ROI of 5-7 times initial investment
- Improved client service & competitiveness
- Increased service levels
- Enhanced reputation within the industry
- Improved ability to recruit key talent (Coaching is a talent magnet)
- Positively affected organizational culture