



## Potentials Realized Case Studies: Examples of Our Past Work With Clients

### Case Study – Coaching and Mentoring Skills Train the Trainer Program

The UNICEF West and Central Africa Regional Office wanted to boost internal capacity by developing and enhancing their internal coaching and mentoring skills. The HR team brought together **25 staff members**, representing **21 offices across West and Central Africa**, for a **5 day Coaching and Mentoring Skills Train the Trainer Program**. Potentials Realized was engaged to custom design and deliver the 5 day training in Senegal, West Africa.

The training and materials were provided in French and English, focusing on skill acquisition and practice of foundational and advanced coaching and mentoring skills. Activities also focused on the adaptation of the skills and tools for their own program contexts. New coaches returned back with the task to share these skills with their colleagues at the Country Office level, in addition to designing their own internal coaching and mentoring programs (as appropriate).

During the five months that followed Country Office Teams were supported with twice a month group coaching calls and two virtual training sessions. The group coaching calls were designed to check in on progress, share experiences amongst the participants and identify common bottlenecks as well as successes. Throughout this five month period, the new coaches designed and rolled out initial educational sessions with their Country Office Teams on Coaching, and identified local coaches to be trained.

#### Impact:

25 staff trained in coaching and mentoring skills, becoming Internal Coach Resource Persons  
21 Country Offices impacted  
Dozens of staff members coached and mentored as a result of the training

### Case Study – National Training Team Coaching Skills Training

A national training team in the insurance industry engaged

Here's what past participants have said about our work:

*"Jennifer - you were fantastic! I really enjoyed the session and time flew by. Great structure and facilitating! You were very motivating. Looking forward to your next session with us."*

*"The session was fun and informative. Your style is very conducive to open, honest conversation."*

*"Terrific day! Typically, I find these sessions drag on, but this was not the case with this one. I felt engaged for the whole day. It flew by. I think that this has to do with relevance of topics, great facilitation and great planning."*

Potentials Realized to design and deliver a one day coaching skills training program for the Canadian national training team. This training team delivers primarily virtual training to new employees/agents in the insurance industry.

The one-day customized program focused on the learning, practice and refinement of coaching skills for the National Trainers, and to identify when coaching would be appropriate in their work. If so, to be able to use more of a coach-like approach in their work. In total 27 learning professionals were trained, based from Vancouver to Halifax. Calls held with new coaches one month after the session indicated that they were able to incorporate many of the coaching approaches into their work, impacting the learning cycle of new agents.

**Impact:**

27 Learning Professionals trained from coast to coast

Integration of enhanced coaching and virtual facilitation skills into the national training program for new agents and insurance personnel.

### **Team Coaching Case Studies**

Potentials Realized also coaches teams in organizations, supporting them enhance skills, develop enhanced communication and teamwork skills, boosting their productivity and business relationships/positivity. Typically team coaching engagements run for a 3-6 month period, and include the Stellar Team Diagnostic Assessment, a strengths-based team assessment mapping the team system's strengths in 14 key areas related to productivity and positivity.

**Health Care –**

- A. **Team Coaching Engagements** – Starting with the Team Diagnostic, and running for a period of 6 months, team coaching engagements within the health care sector have focused on role clarification, communication, and goal setting.

**Team coaching engagements have involved hospital based teams, as well as health care teams working at the community level.**

- B. **Team Retreats** – Newly forming teams have benefitted from half day and one day retreats (on and off-site). Key focus areas have been - team dynamics, getting to know each other, and identifying strengths that reside in the team. Team follow up calls lock in accountability around key goal areas, and action plans, identified during the retreat process.

**Financial Services**

- A. **Six Month Team Coaching Engagement** – Team coaching in the financial services industry have focused on key topics including: action planning with key accountabilities, strengths mapping, and holding difficult conversations.
- B. **Annual Organizational Retreats** – Strengths Mapping and exploration of how the organization utilizes their strengths within, and across, departments. Action planning to include strengths.

**Outcomes:** Enhanced understanding of the styles and preferences of different team members regarding communication, feedback and work styles. Appreciation of where overall strengths lay and where gaps exist.

**Want more information or to explore how we can partner with you to create an exceptional learning experience for your teams or organization? Please Contact Jennifer Britton directly at [info@potentialsrealized.com](mailto:info@potentialsrealized.com) or 416.996.8326. Connect at <http://twitter.com/jennbritton> or at the BizToolkit blog at <http://biztoolkit.blogspot.com>.**