



## **Handout 7 (workshop 3)**

### **Evaluation case study exercise**

Pat Smith works at Anybiz Ltd., a FTSE 100 manufacturing company in Manchester. S/he worked as a very effective line manager for three years before being promoted to direct a department one year ago. In the past year, there have been numerous complaints from direct reports concerning his/her lack of interpersonal skills and effectiveness. His/her boss is also concerned that Pat doesn't have the strategic planning and change management skills that s/he will need in order to refocus his/her department's sales channels and be successful in this downturned economy. Pat's boss has engaged an executive coach to support Pat in making these changes over the next six months.

How should you measure the effectiveness of this coaching engagement?

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