



PHILIP'S CASE STUDY



Philip is Head of Production in a large factory and this is how one-to-one coaching over eight months, turned around not only his company vision; it also changed his family vision. Here is the powerful story of his development and experience:

THE PURPOSE:

- Philip is a highly qualified and dynamic Change Manager. He was brought into his existing role to reduce costs and improve profitability. The company is an established family run factory production business with sixty staff, which has been in the same town for over one hundred years, where the workers did the same jobs that their Fathers and Grandfathers had done before them
- Needless to say, that they didn't like or support any change. Changes meant new-fangled machines and new ways of working, and would probably result in jobs being lost among local families, friends and relatives; and that was to be battled by their Union, at all costs.
- You can imagine that Philip was disliked, distrusted, and treated with disdain during his first few months, where the Union Reps refused point blank to discuss certain issues, and in the end, even stopped attending set meetings, causing bad feeling and complete head to head conflict.

Something had to be done . . .



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WHAT WORKED FOR PHILIP?

We asked Philip what he had learned during his Coaching sessions and while testing out different methods of dealing with the unchangeable issues, and he told us:

Philip told us that he became more self-aware and developed his role into more of a systems analysis protagonist, delivering different tools and techniques for the Trade Union Reps and Production Managers, to enable them to make the right decisions for themselves.

"I was very defensive at first, but that wasn't surprising as I was spending all week defending myself and my objectives. Overall, I have learned a new style of communication that bridges a gap between the left and right banks of a river. Actually, both sides are necessary to retain the water and to keep the river flowing, even though they are both completely different. Paris is a good example of this, with the Left Bank or Rive Gauche being the place for Artisans, Street Theatre and Culture; with the Right Bank containing the formal business areas of the City, and although the two will never meet or agree, they both appear to live side by side and add to the richness of the history and popularity of Paris."

WHAT WAS THE RESULT?

We asked Philip what he considered to be the results of his Coaching experience, and we were honestly surprised by what he told us:

Philip was shocked to discover that in ten years; he had never before considered his own feelings when dealing with a difficult issue at work, and he told us that this has made him much more focussed on objectives – not just at work, but in his home life as well.

"I can now see things in a different light and am much less hot-headed, which makes me a more effective Manager. Having more control in responses to situations and being more emotionally controlled means I can find a different way of sending a message that will be better received and acted on."

"Vicky's Coaching methods have helped my overall confidence and the learning will be used long term, in all my future roles; in fact, I am even thinking about doing some other self-improvement courses as well. I feel 100 times better now and am making decisions that I can look forward to in my work life and lifestyle changes that will benefit my home life, and that is a double bonus!"

We think that the emotional and physical wellbeing from his Coaching with Delphinus tmc, will certainly help Philip to continue to achieve the impossible.

After you with the Superman cape!