Ridler & Co
developing leaders, delivering results

6th Ridler Report Workshops

'Best Practice in Coaching – the Sponsor's Perspective'

Quantifying the return on investment in coaching at E.OK UK
May 2016

Sponsored by KDVI



Evaluating Coaching @ Eon

Sam Oldman

Our Strategic Framework 2016-2018

Vision	Values	Goals	Targets
Your partner of choice for energy solutions	Putting our customer first	Treating customers fairly and making it easy for them	• Deliver fair outcomes for customers • Market-leading customer satisfaction • Retain existing customers and attract n customers • Keep customers safe
	Working together	Achieving best in class performance	• Market-leading cost to serve in electric and gas supply • Continually improve efficiency in all are • Act compliantly and meet our regulator obligations
	Improving and innovating	Growing new solutions for customers	• Market-leading Smart meter propositio and delivery • Roll out energy efficiency solutions for homes and businesses • Build scale in decentralised energy
	Winning together	Helping each other be at our best	• Engaged and motivated colleagues • Develop colleagues for the new energy world • Keep colleagues safe and well
	Acting responsibly and with an open mind	Delivering fair and sustainable profits	• Grow profits to meet Mid Term Plan (MTP) targets • Customers and stakeholders understa our performance

Evaluation of Coaching at Eon

Coachee

Line Manager

Coach

Signing up

Coachee to access coaching engagement brief via EON UK portal. Agrees with Line manger the purpose of coaching and contacts supplier

During the coaching

Starting review with competencies, objectives and key points for review, starting, mid point review set and end point review. Impacted stakeholders contacted and expectations set

Engagement | Sign off of Objectives | Coaching | Evaluation

Agreeing outcomes

Coachee receives up to 3 coaches to contact and arrange chemistry meet. Once chosen egress objectives with coach and line manager..

Singing off ROI

End of coaching 3 way evaluation with coach, Coachee & line manager to review results

1

Organizational Insight



Wellbeing
Talent
Performance
Change

Leadership Competencies



Foster Diversity
Driving Change
Build Trust
Enhance Skills

Performance Measures



Improved relationships
Higher productivity
Increased engagement

2

Transfer of Learning



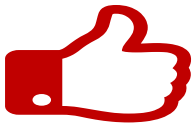
7.8
out of 10

Performance at Work



8.8
out of 10

Recommendation of Coach



9.5
out of 10

3

Return on Investment

For every
£1000 Spend
£26,000 return



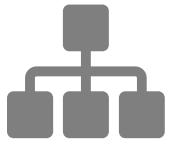
Return on Investment

48 contracts
535% ROI



Return on Investment

All benefits signed off by line manager and Coachee



e·on





Operational Excellence

Zero Harm

Senior Talent Group Coaching

Executive Coaching

Leader as a Coach

Helping each other be at our best







Values	Vision
Putting our customer first Working together Improving and innovating Winning together Acting responsibly and with an open mind	Your partner of choice for energy solutions

- Engaged and motivated colleagues
- Develop colleagues for the new energy world
- Keep colleagues safe and well

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To find out more about the 6th Ridler Report, go to:-
www.ridlerandco.com

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