

Coaching for Success



The Challenge

Care UK is a leading independent provider of health and social care services. Working in close partnership with Local Authorities and Primary Care Trusts. The organisation provides care and support for elderly people, operate NHS Walk-in centres, GP surgeries and treatment centres and provide a range of specialist care and children's services.

Care UK identified two requirements:

- Strengthen Care UK Management capability.
- Develop and implement Leadership and Executive coaching programme.

In agreement with Care UK the overall objective was to build a management cadre that could deliver the future vision and strategy of the organisation. This would involve working with the Board and Leadership team to assess the performance and development imperatives from both an organisational and individual perspective.

Rialto would also need to work with the Leadership team to develop and strengthen the organisation, maintaining stability of the senior management team whilst upgrading capability and performance across all areas through a succession pipeline of talent to address future leadership challenges.

The Solution

Key components of the project included:

- Reinforcing the organisations strategic imperatives and the 'Purpose and Ethics' principles.
- Gaining a shared group understanding of the business as it was in the existing climate and a commitment to the vision in the future.
- Creating a shared understanding of a high performing culture, which enabled the team to do their best work.
- Ensuring that all team members, at all levels, had the basic core skills needed to perform in their unique roles.

- Engaging with each individual team member to understand core and professional/technical skill levels and career expectations/aspirations.
 - Facilitating teamwork and shared learning to build motivation towards full participation in realising the Care UK vision.
 - Identification and validation of managers with the potential and appetite to become senior managers within the organisation and a commitment to personal development and exposure beyond their own discipline.
- The Result**
- As a result of the programme the following was achieved:
- Consistent values were embedded throughout the organisation by achieving a corporate mindset of aspiration, creativity, determination, continuous improvement and investment in operating methodology and systems.
 - An Executive Leadership Programme (ELP) was developed with Warwick Business School to enable individuals to:
 - Develop a focus on quality, ambition, resilience, insightful thinking, market empathy, a strong will to win and flexibility.
 - Develop and improve performance more broadly as they addressed emerging opportunities and challenges.
 - Embed new behaviours to suit new contexts and challenges.
 - Growth of cross-functional working with coaching and a structured learning environment.
 - An organisation committed to individual progression, through leveraged development opportunities.

For further information regarding Rialto services contact us on:
Telephone: +44 (0)20 3043 8652
Email: jsmart@rialtoconsultancy.com
www.rialtoconsultancy.com