

Stepping into a new role...

Coaching Case Study

West Midlands Coaching and Mentoring Pool



I came to Nuneaton and Bedworth Borough Council from a smaller authority. I went from a junior manager to leading the Revenues and Benefits service in a new authority, which included responsibility for a wider range of services and a substantial increase in the number of staff.

It was a big step for me to take as I was now managing staff that I had previously worked with in a less senior position. My manager gave me support in the initial months but I felt that my confidence could be improved so I sought coaching as a way to develop myself.

I was new to the organisation, new to the role and I didn't want people to think I lacked the ability. My coach used techniques to help me to put things into perspective and to recognise my strengths. I developed a more positive mindset and gained confidence that I was the right person for the job; and that I could do it well. Subsequently I had the confidence to try things out and with my coach recognise what worked and what didn't.

Being able to access a coach early into my new role meant that I was able to successfully make the big jump and tackle the larger work remit. As a senior manager in a new organisation, coaching gave me the space to talk things through with someone as I built relationships with other managers.

I would recommend accessing a coach for anyone else in a similar position as me, or for someone who has been given a chance to work on something they've not done before.

**Revenues and Benefits Manager,
Nuneaton and Bedworth Borough Council**

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Find out more

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