

Ways to measure progress



At the start of the coaching intervention, when the hub group was first meeting and planning the way forward, record keeping documents were created and timescales planned. Now you're at the Review stage of your cycle or plan and your findings need collating as part of your accountability, to realise what's been learned for the future and to inform decisions on what works and what would benefit from doing differently.

The measures you use to chart progress will be determined by the size of your organisation, the scale of the intervention, time and budget constraints. You may choose online surveys, individualised responses, or even open space facilitation where everyone is included to share their views and ideas. (See Consulting Large Groups ~ A Collaboration Café)

- Increase in take up of / demand for coaching
- Increased awareness of a coaching approach
- Evaluation from the coachee and the coach covering achievement of goals, coaching relationship and development areas
- Impact of coaching on key performance indicators
- Impact on business of untapped potential being revealed / new potential being discovered through coaching that would have gone unrecognised
- Line manager's feedback on the coachee's development and specific behavioural change
- 360 degree feedback on the coachee before and after the coaching development
- Coachees' performance management and appraisal reviews
- Impact on business of coachee's performance improvement
- Coaches' performance – how successful was each of the coaches in achieving the coaching objectives?
- Customer feedback
- Employee attitude survey
- Increased retention of staff