

Internal Career Coaches Trained

Financial Services Industry



Sydney, AUSTRALIA

Worklife's Client

A leading national and international financial institution, this client assists individuals, businesses and corporations with their financial needs and employs over 4,000 individuals in one of its overseas operations.

With the vision of building a great culture, the organisation seeks to engage 'the best people' and in return, they commit to continuous learning to help their people master new skills and build their knowledge and capabilities; support individuals pursuing tertiary qualifications, as well as readily developing talent

Worklife's Development Opportunity

The client's vision was to implement a career management and development initiative targeting high potential and/or high performing team members and an initiative that could extend to managers. Worklife developed an integrated approach to career development and planning that was:

- Flexible in application;
- Comprehensive and used multiple tools;
- Focus on employee responsibilities; and
- Inclusive of team member work/life balance.

Worklife's Proposed Solution

Worklife recommended a solution that included the following initiatives:

- CCCP tailored delivery;
- CCCP assessment tasks;
- Facilitated in-house rollout focus group meeting;
- Email and phone support line for career coaches;
- eNewsletter updates for career coaches;
- ½ refresher program six months post training;
- Pre refresher online survey targeting topics.

Achieved Outcomes

One hundred percent of attendees completed their assessment task and were certified and have now been coaching since September 2006. Each career coach has provided coaching services to an average of more than 10 employees since the time of certification.

Evaluation ratings on the relevancy to current work situations and application of learnt skills and knowledge rated at 100% indicating the successful alignment between Worklife solutions and client needs. Further, 82.5% of participant ratings indicated they 'strongly agreed' with the delivery methods and facilitation. Participant comments included:

"Exceeded my expectations of what was going to be available."

"Overall thoroughly enjoyed and really looking forward to implementing with your support (Worklife's support)."

"Personally, I am very excited to put my new learning into use and continue my journey of self-awareness and discovery."

"Can't wait to meet my first client and begin the coaching process."

As a result of this initiative's success, a proposal for an additional Career Coach Certification Program was accepted. The initiative is for a separate division of the organisation which is primarily made up of senior line managers.

For more information, contact:

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