

Worklife Develops Career Coaching Portfolio Roles

Protective Services Industry



Sydney, AUSTRALIA

Worklife's Client

Operating in Australia, this law enforcement agency provides 24-hour assistance to the community, in addition to community involvement, guidance and leadership.

As an organisation, the client employs over 13,000 active service and administration team members and supports a population of over three million. Operating with over 28 divisions, the organisation seeks to be continuously recognised for leadership excellence and through these behaviours to become a valued part of the community.

Worklife's Development Opportunity

With a small number of career coaches already in place, the client recognised the need to equip a greater number of individuals with career coaching skills in order to achieve their strategic Human Resources vision of "leadership excellence".

Worklife was engaged to propose a solution that would certify a group of individual, volunteer coaches, provide ongoing support for them, as well as present an opportunity for the coaches to share experiences, successes and challenges, and seek ways to improve consistently encountered cultural issues.

To maximise the coaching experience, it was recommended that a designated space on the client's intranet be made available where the coaches could share their experiences thus providing a support network when in the field.

Worklife's Proposed Solution

Worklife recommended a blended delivery approach including:

- Proposing questions for the client's interview panel;
- Career Coach Certification Program;
- Workplace assessment to demonstrate competency;
- Ongoing phone and email support;
- CCCP public workshop for headquarters staff;
- Customised version of our Card Sort Tools.

Achieved Outcomes

Initially taken on as a pilot program, the three day face-to-face Career Coach Certification Program was ultimately delivered to two separate groups of employees totalling 35. Indicative of the success of the program and the alignment to client's needs and expectations were the positive responses received in an internally conducted evaluation.

Feedback on learning materials showed that 100% of responses agreed the materials were of a premium standard and over 95% of evaluation responses indicated participants experienced high confidence levels in the transfer of learning. Finally, responses regarding facilitation were again extremely positive with all participants agreeing that the facilitator was credible due to his knowledge of the subject.

Participant comments included:

"...very worthwhile and developed a number of skills which will assist personally and professionally."

"Fantastic course – my goal is to be able to deliver package competently, this has been a great start."

"Excellent course – very well presented, interesting and professional."

For more information, contact:

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