



“Azure ensured everyone had a positive and rewarding learning experience which greatly assisted them all with their career and personal development. Thank you.”

**VINCENT O'DONOVAN, HEAD OF GROUP
LEARNING AND DEVELOPMENT**

THE CLIENT

Royal Mail, the UK's primary postal service and courier company, originally founded in 1516.

THE ISSUE

Royal Mail were keen to implement a culture of coaching throughout the organisation. They wanted managers to receive coaching training and form a well-organised pool of internal coaches. This would lead to a more empowered, higher performing workforce.

OUR SOLUTION

We held refresher events for previously trained coaches. We provided ILM Level 5 Certificate in Coaching and Mentoring programmes alongside CPD and Supervision sessions for numerous cohorts of managers. Senior managers have participated in our ILM Level 7 Certificate in Executive Coaching and Mentoring programme.

RESULTS

Many managers have already achieved the Level 5 qualification and are delivering coaching and mentoring across the country. Royal Mail employees who have taken up the coaching offering from the recently qualified coaches to help support them through change report that they feel more empowered and able to deliver to their customers in what is often a highly pressurised environment.