

THE CLIENT

The Information Commissioner's Office (ICO), the UK's independent body set up to uphold information rights, promoting openness by public bodies and data privacy for individuals.

THE ISSUE

After seeing the benefits of supporting senior managers with external coaching, ICO were keen to develop a coaching culture so ALL employees could feel empowered to take on more responsibility and fulfil their maximum potential.

OUR SOLUTION

Azure helped the ICO to put in place the framework for a coaching culture. This included process design, delivering the ILM Level 5 Certificate in Coaching and Mentoring for 30 keen employees, and ongoing CPD and supervision to support this group. We are also providing ongoing programmes for managers to develop their coaching skills for use in their day to day work.

RESULTS

Due to the dedication of the participants and the top-level sponsorship, the first cohort managed to gain their qualification faster than any other group trained by Azure to date. 10% of ICO employees have now received coaching, and 100% of these people said it has had a positive impact! Additionally, the ICO are forging great links with the community, offering their coaching skills to organisations such as local charities.

"The support we've received from the Azure team has been invaluable and inspirational. It's fantastic to see the positive impact our coaches are having on the development of colleagues across the ICO."

**PAUL ARNOLD,
DEPUTY CHIEF EXECUTIVE**