



The Big Blue Box Ltd

### Leadership And Standards

O was an area manager in a large scale retail business. In this dynamic environment high standards are essential in all areas, and with direct customer facing roles her staff are 'front line'.

O was often under pressure and it influenced her leadership style. The style changes that O made as a result of this coaching were visible in the improved sales performance of her staff and the engagement of her team leaders. This is her feedback.

*'When I first met Chris I was unsure of what to expect. We spent a lot of time talking about my role, where I wanted to be etc. We spent some time walking around [the business] and talking about what my frustrations were, they mainly related to standards not being adhered to and what I expected. I would show my team the frustration and tell them where they were going wrong or asking them to do something.*

*Chris showed me a better way by getting individuals to look at what I was seeing and being able to identify what they needed to do for themselves. It then gave me an opportunity to thank them, and recognise good behaviour immediately (rather than me grumbling all the time). It was good to look at it from an outsiders perspective (a customer really) as often you can be so blinkered.*

*Another thing I took [away] with me was never to let your standards slip because if you do it once it becomes the norm to some people and it's difficult to turn it around.*

*We also discussed my 'pet hates'. My team are well aware of my 'pet hates' and I have discussed with the team leaders what their 'pet hates' are. This helped me produce [a new performance and reward initiative] to get the team to think about personal standards and who was responsible for [them]. It worked well and one [team leader] really took it to another level.*

*It was good to talk to someone who could also highlight things you may choose to ignore and make you address them, not by being forceful but by making you realise you MUST address them, and boy! does it make your life easier when you do. You get so bogged down by routine it helps when someone else can guide you in a different and enlightening way.*

*So.... The biggest things for me were about engaging others in a way that makes them feel good about delivering what you want and expect. Deal with issues when they happen. And ensure people are aware of what your standards are.*

*Thank you, no life changing experience yet, but it wouldn't surprise me if one day it slaps me round the face!'*

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