



With Your Host
Tom Floyd

SHOW HOST

Tom Floyd, founder and CEO of Insight Educational Consulting (IEC), is a dynamic business man and speaker, who has grown a multi-million dollar business guiding Fortune 500 companies in the implementation of change management, workforce performance, and learning solutions. The ultimate combination of a strategic visionary and project leader, Tom is cross trained in business strategy, focusing specifically on organizational change, human performance, and employee development.

GUEST BIOS

Josh Erlich PhD is the dean and founder of the BeamPines/Middlesex Master's Program in Executive Coaching, the first and only graduate program in the United States to offer an advanced degree in executive coaching.

David Lane is the director of Professional Development Foundation in England, and is currently a visiting Professor to the School of Education at Middlesex University. As an executive coach for more than twenty years, he has worked across a wide range of industries.

Howard Pines is the Founder and Chairman of BeamPines, Inc., a global human resource consulting firm used by successful entrepreneurs for business consulting services. Howard's latest venture is co-founding the BeamPines/Middlesex University Master's Program in Executive Coaching.

Bob Vavrina is Senior Vice President of Human Resources for BlueCross BlueShield of North Carolina. Under Bob's leadership, BCBS of North Carolina has received numerous awards as an employer of choice in North Carolina, including the Training Top 100 Award from Training Magazine for three consecutive years.

Developing an Internal Coaching Program

MONDAY DECEMBER 3RD, 2007

11AM PT (2 PM ET)

In the workplace, managers who truly have effective coaching skills produce significantly better results. Companies that have established a coaching culture internally report significantly reduced staff turnover, increased productivity, more harmonious work environment and satisfaction at work.

What is an internal coaching program, and how is it developed?

What are the pros/cons and issues related to internal coaching, and how is its effectiveness measured?

This show touches on several subjects related to internal coaching, including how to set up and maintain an internal coaching program

HIGHLIGHTS

According to a study published by business trade magazine **Human Resources Planning** in its April 1st 2007 issue, **sixty percent** of companies report having some form of internal coaching.

A recent article in the **New Zealand Business Herald** builds upon this trend in terms of the number of organizations who are using coaching internally, specifically highlighting three types of coaching in business:

- Managers coaching staff.
- External executive coaches who are working with executives and leaders within an organization.
- Internal coaches who are a part of an internal coaching function who work with employees from the inside.

But how are today's corporations running these internal coaching departments?

And for those companies looking to build a coaching program – where should they start?

On this show are guests not only discuss how organizations are structuring internal coaching programs, but also share successes and challenges organizations are experiencing as they've introduced and managed these departments and programs.

Highlights of the show include:

- How the coaching field has evolved over the past several decades.
- The top 3 reasons why the C-Suite should consider implementing an internal coaching program.
- The pros and cons of having an internal coaching function.
- How issues like confidentiality impact internal coaches and their clients.
- The successes companies like Blue Cross and Blue Shield of North Carolina have experienced with their internal programs.

For more information on **Insight on Coaching**, feel free to contact Tom directly at tfloyd@ieconsulting.biz

"PEOPLE ARE ALL OVER THE MAP ON THE TOPIC OF CONFIDENTIALITY.

SOME PEOPLE FEEL YOU CAN'T OFFER ANY CONFIDENTIALITY AS AN INTERNAL COACH, BECAUSE THERE MAY BE SITUATIONS WHERE YOU'RE GOING TO HAVE INFORMATION THAT COULD IMPACT THE ORGANIZATION AS A WHOLE. IN THOSE CASES AN INTERNAL COACH COULD BE OBLIGATED TO DIVULGE THAT INFORMATION."

JOSH ERLICH PhD

"SOME ORGANIZATIONS HAVE INTERNAL TRAINING PROGRAMS FOR BOTH THEIR COACHES AND MANAGERS, WHICH HELP SIGNIFICANTLY IN ENSURING THEIR SUCCESS.

HOWEVER OTHERS JUST SAY "WELL, COACHING IS SOMETHING MANAGERS SHOULD DO" AND IN SOME CASES, MANAGERS DO END UP COACHING THEIR EMPLOYEES BUT DON'T ACTUALLY HAVE THE SKILLS TO DO IT."

DAVID LANE

"INTERNAL COACHES TEND TO KNOW THE PLAYERS BETTER THAN EXTERNAL COACHES. THEY KNOW HOW THE PLAYERS WILL REACT, AND IN MANY CASES THEY MAY EVEN HAVE INSIDE KNOWLEDGE OR UNDERSTANDING OF WHAT MIGHT BE CAUSING A SITUATION A CLIENT IS EXPERIENCING. THAT'S DEFINITELY A BIG PLUS."

HOWARD PINES

"WE PUT INTERNAL COACHING, EXTERNAL COACHING AND OUR MENTORING PROGRAM, WHICH HAS BEEN IN PLACE FOR SIX YEARS, UNDER ONE PERSON WHO HAS SOLE RESPONSIBILITY FOR DIRECTING, EVALUATING AND UPGRADING BOTH THE PROCESS AND THE PRACTITIONERS."

BOB VAVRINA

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