

Turning HR professionals into coaches



Client need

To transform their approach to performance management, a leading oil and gas organization identified that HR professionals would be critical for success. To make this shift, the organization needed to upskill its HR leaders and shift their roles within the business to become coaches.



The solution

The organization partnered with BTS to create a customized experience that:

- ✓ **Delivered learning virtually** while maintaining the ability for leaders to discuss and role play new ideas
- ✓ Used common 'go-dos,' **or action plans as practice for new mindsets and behaviors**
- ✓ **Supported leaders** through 1:1 coaching to address the specific challenges of the shifting HR roles
- ✓ **Fostered accountability** through small group virtual meetings to share learnings and report what they had practiced on-the-job
- ✓ **Engaged HR leaders as change owners**, leading how their teams related to the business in a whole new way



Results

HR Leaders, Business Partners, and Team Leaders across the globe experienced the program, enabling performance management change

“ _____
Simple and yet so profound
_____ ”

“ _____
Awesome!
_____ ”

“ _____
Practicing immediately was scary and critical
_____ ”