

IBC CUSTOMER DELIGHT AWARD: CASE STUDY

SUE SCOTT, FORMER DIRECTOR OF HUMAN RESOURCES, LINCOLNSHIRE POLICE



Lincolnshire Police have been involved with The Beech Centre since 2005. Our initial relationship was through some of our staff attending their programme to obtain the Certificate in Performance Development Coaching. A number of our people have now completed the programme and they provided extremely good feedback. The positive impact of their performance means we are now looking at running an in-house programme using The Beech Centre so that we can extend coaching skills across the force.

Our corporate management work with The Beech Centre dates back to autumn 2006 when I engaged them to work first with our Chief Officer group and then with our wider Senior Management team. The purpose of this work was to explore how changes in the culture and leadership styles in our organisation could bring about performance improvement.

This initial work has resulted in a huge programme of Organisational Development and culture change in which The Beech Centre have been involved through:

- delivering senior leadership development programmes
- providing performance development coaching to programme participants
- supporting and providing advice to Chief Officer Group members throughout the period

In all my dealings with The Beech Centre I have found their consultants to be professional, highly competent and very challenging in a supportive way. Their approach has a very strong focus on values and behaviours and they have an excellent understanding of the police service and its culture.

Although still in its early stages, our programme of Organisational Development and culture change has recently won two national CIPD Police Forum awards for People Development and for HR achievement. The Beech Centre has made a significant contribution to the success of the programme and we will be continuing this partnership in the future.

I would not hesitate to recommend them and would be happy to provide further information if required.

FIND OUT
MORE...



To find out more about The Beech Centre please email ian.andrew@thebeechcentre.co.uk or call 08454 303021

PEOPLE, PERFORMANCE AND ORGANISATIONAL DEVELOPMENT