

# COACHING CASE STUDY: HUMBERSIDE FIRE & RESCUE SERVICE

## ONE-TO-ONE COACHING SUPPORTING PERSONAL DEVELOPMENT IN A HIGHLY TAILORED, SUPPORTIVE ENVIRONMENT

### Coaching

The Beech Centre offers non-directive one-to-one coaching supporting personal development in a highly tailored, supportive environment. This is perhaps one of the most effective routes to sustainable performance development for the individual and their organisation. Hear the comments from one of our clients.

In one of my previous roles as Head of Learning and Development, I had been involved in many discussions about the usefulness of coaching to help improve performance at work. My job at that time was challenging and I was experiencing some difficulties balancing a heavy and demanding workload in a fast moving, dynamic environment. As part of a strategy to find a solution, I engaged in a coaching session with The Beech Centre.

I already had a good working relationship with Steve Benfield, Managing Partner and I understood the potential benefit from previous discussions and attendance at Performance Coaching Seminars run by The Beech Centre. I thought it was worth a try - I knew I needed to do something different.

My first impressions of coaching were revelatory. I worked with a coach who knew very little about the Fire and Rescue Service, and nothing about my role. Nevertheless, at the outset we spent time establishing the boundaries and agreeing a comprehensive coaching contract. I wondered what benefit I could gain from someone with so little knowledge of what I did, but I was amazed at the valuable contribution that my coach was able to make in a very short space of time!

My experience showed me that independent coaches, external to the organisation, offer unique, non-judgemental insights.



**Richard Hannigan,**  
Former Assistant Chief Fire Officer,  
Humberside Fire & Rescue Service

### The impact of coaching

My coaching experience had a very significant impact on me. In fact, I would go so far as to say that, without the coaching, I doubt that I would have achieved the position of Assistant Chief Fire Officer. Coaching helped me to clarify issues that were getting in the way and find strategies to deal with them effectively. My coach was highly professional and used established models to facilitate progress.

In an organisation such as mine, coaching can be a very powerful tool which enhances and encourages listening skills, reflection and a non-directive approach to problem solving. It helps people become more self reliant. It can promote a journey of self development and help you appreciate the impact that you have on others.

Coaching encouraged me to look for solutions, rather than dwell on problems and it enabled me to appreciate that those solutions were out there waiting for me to find them.

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To find out more about what coaching is,  
and how it can help you and our business, please email  
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