



The OCM Group Ltd

prepared for

Karen House

180 Degree Benchmarking

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INTRODUCTION

Interpreting Your Report

This 180 Report is based on the combined feedback from your learners and this, of course, is from quite a small sample. However you can easily compare your scores with those of many hundreds of others who have answered the same questions from a range of quite similar relationships.

This is therefore a benchmarking report, not a psychometric or an exam or end of programme test. The main value will be in the Reflection Note you write after considering the data and discussing it with your coach-mentor or colleagues.

Experience and research suggest that when people complete these type of questionnaires they have a strong inclination to score very highly if the relationship has worked well. But as some people never score 100% positively, it is safe to say that any score between 80-100% is probably as good a result that could ever reasonably be achieved. Conversely, with such a small sample score, below 70% suggests that at least one person may be trying to draw your attention to this topic.

So the scores themselves are not too important. Try to start reflecting on the positive scores rather than focussing on any below our national average. The open ended and optional comments are often a good guide to help interpret this data. Remember, it is the future application of the learning from your reflections on this Report that will be the most important outcome.

1) Personal Attributes - In my opinion my coach-mentor was...

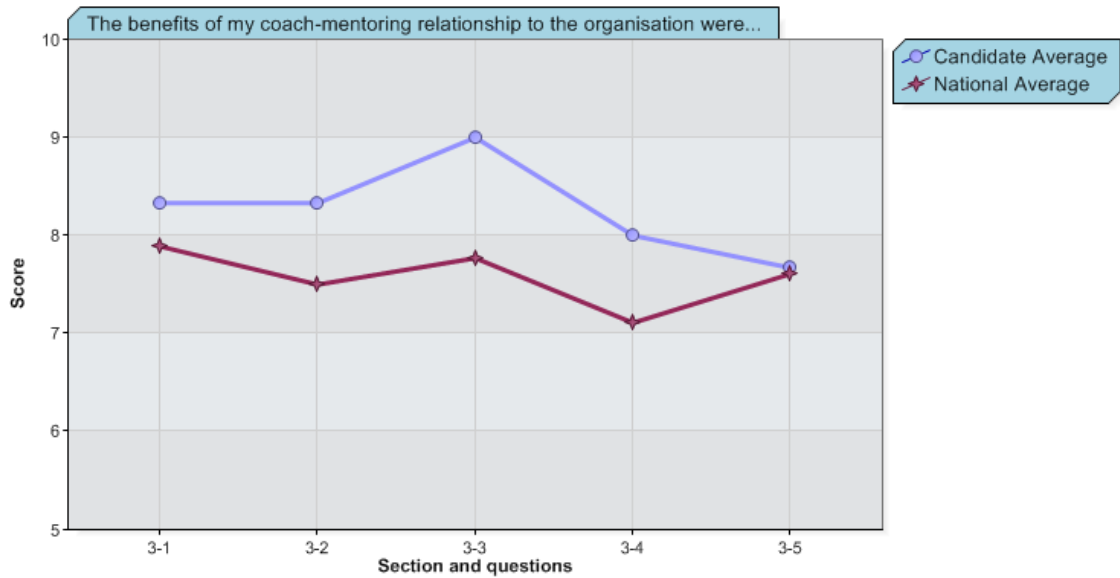
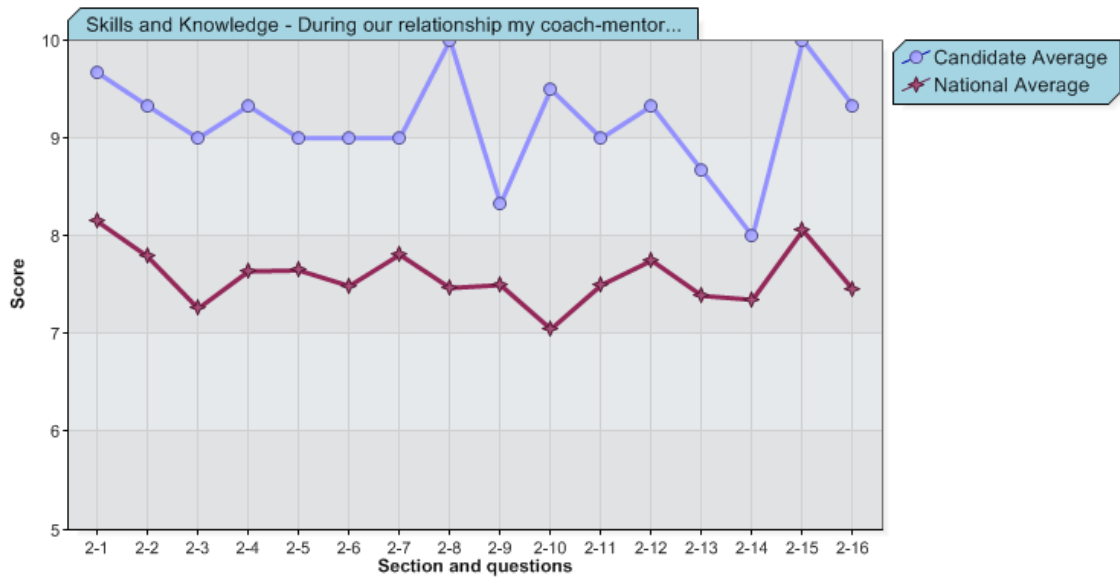
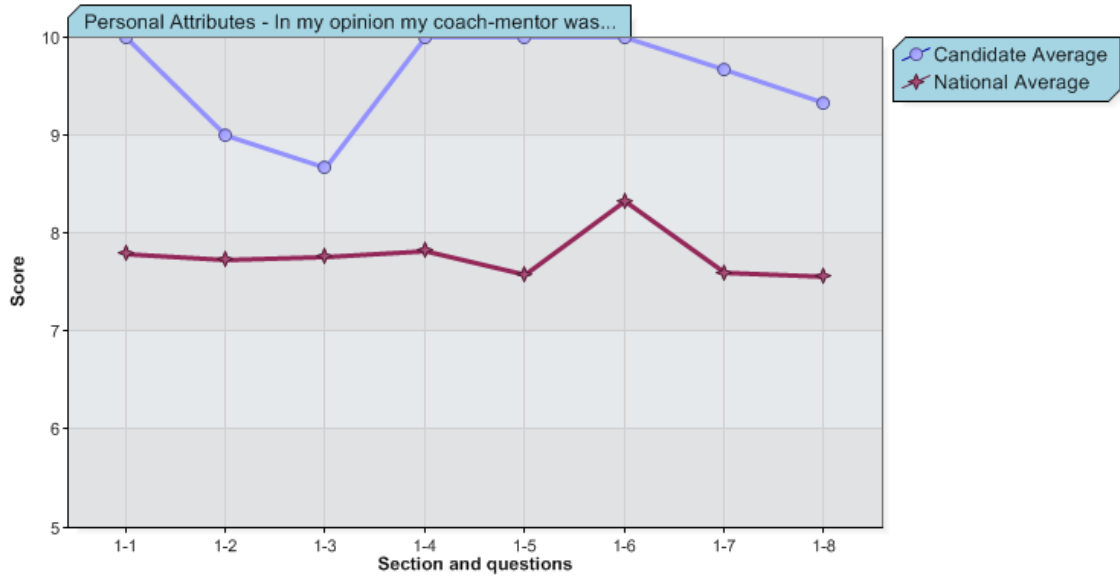
Question	Karen House	National average
1 appropriately experienced to be coaching at my level?	10	7.79
2 able to discuss a wide range of situations and contexts?	9	7.73
3 potentially a good role model for other coach-mentors working at this level?	8.67	7.76
4 open to practical as well as theoretical discussion of issues I faced?	10	7.82
5 adaptable in the way they helped me achieve my goals?	10	7.58
6 trustworthy, always behaving with integrity?	10	8.33
7 goal-focused whilst also being open to exploring issues in our conversations?	9.67	7.6
8 flexible in the face of changing organisational dynamics?	9.33	7.56

2) Skills and Knowledge - During our relationship my coach-mentor...

Question	Karen House	National average
1 listened attentively, effectively and empathetically?	9.67	8.15
2 used challenging questions to help me think differently about issues?	9.33	7.79
3 asked for feedback, responded positively to the feedback and adjusted their approach accordingly?	9	7.26
4 questioned some of the assumptions I made that affect my performance?	9.33	7.64
5 effectively handled any changes in our emotions during our sessions?	9	7.65
6 discussed emotional dynamics in a way that helped me to understand more about myself?	9	7.49
7 clearly demonstrated their own professional values and ethics in their coaching?	9	7.81
8 helped me analyse the business challenges I faced?	10	7.47
9 demonstrated knowledge of people issues in a wide range of business contexts?	8.33	7.5
10 helped me understand various stages of the change process?	9.5	7.05
11 adjusted their approach to my preferred learning, thinking and working styles?	9	7.5
12 helped me appreciate that understanding myself and others from a deeper perspective could be beneficial?	9.33	7.75
13 recognised when I was holding back from exploring difficult issues?	8.67	7.39
14 encouraged me to trust my instincts rather than look for text book answers?	8	7.35
15 worked within the spirit of our contract rather than sticking rigidly to the letter?	10	8.06
16 helped me understand the boundaries of the coaching and mentoring relationship?	9.33	7.45

3) The benefits of my coach-mentoring relationship to the organisation were...

Question	Karen House	National average
1 I believe that the coaching / mentoring I have received has had a direct beneficial impact upon the business / work in my area.	8.33	7.89
2 The relationship has helped me sort out personal issues which may otherwise have affected my performance at work.	8.33	7.5
3 It would not be difficult for me to demonstrate how coaching / mentoring has improved my personal performance at work.	9	7.77
4 My coaching / mentoring has directly resulted in business benefits.	8	7.11
5 My coaching / mentoring has indirectly resulted in business benefits.	7.67	7.61



Feedback statements:

I have been pleasantly surprised about how much progress I (we) have made!

Karen has been totally trustworthy and our conversations have remained completely confidential.

I have really appreciated her professional yet relaxed and personal approach.

Our meetings were quite close together which kept a good momentum and I was really impressed with Karens ability to remember details discussed at previous sessions.

Also looking at the various approaches a coach could use has helped me understand how I could introduce such techniques into my normal working relationships.

I feel that Karen could give support and come up with good ideas for any problem or situation that I may face.

The coaching which I have received has been completely effective in encouraging me to explore issues which I have previously experienced great difficulty in understanding. The result of this has been a greater insight and understanding of these areas. This has been extremely valuable in helping me to consider the right direction for me going forward and to understand some of the key challenges ahead. I firmly believe that the coaches style and skills have helped me to get to this position.

Karen has organised the mentoring sessions excellently, putting a good structure around exploring my career progression and options, e.g. intro session, questionnaires etc. However Karen has not been tied to this structure in any way and has allowed the discussions to move naturally as they have developed. When it became clear that some personal issues could be usefully addressed, Karen was very good in changing to a more private/ comfortable location, and had some excellent ideas.