

A Partnership Success Story:

Right Management & Coaching.com Transforming
Global Leadership Development



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Overview

As a global leader in talent management and part of ManpowerGroup, Right Management transforms organizations through innovative outplacement, leadership assessment, and coaching solutions. Their long-standing partnership with Coaching.com enables them to deliver premium coaching experiences through an advanced Coaching Management System (CMS).

One of their clients, a global leader in clinical trial technology, sought to enhance the leadership skills of their engineering leaders across three continents. They partnered with Right Management to provide on-demand coaching through Coaching.com's digital platform. This collaboration aimed to foster leadership development, streamline coaching activities, and provide insightful reporting to track progress and engagement.

The Challenge

Following a year of organizational change and restructuring, the client invested in Right Management's outplacement services for their exiting employees. Recognizing the need to support those who would lead the organization forward, they looked to Right Management to implement a coaching pilot of engineering leaders in India, France, and the US.

The client needed a flexible, intuitive, and efficient coaching solution that could cater to their diverse needs, locations and schedules. Additionally, they required robust reporting tools to monitor the effectiveness of the coaching program and ensure alignment with their business and leadership development goals.



The Solution

Right Management implemented Coaching.com's digital coaching management platform, customized to meet their client's needs. The platform offered:

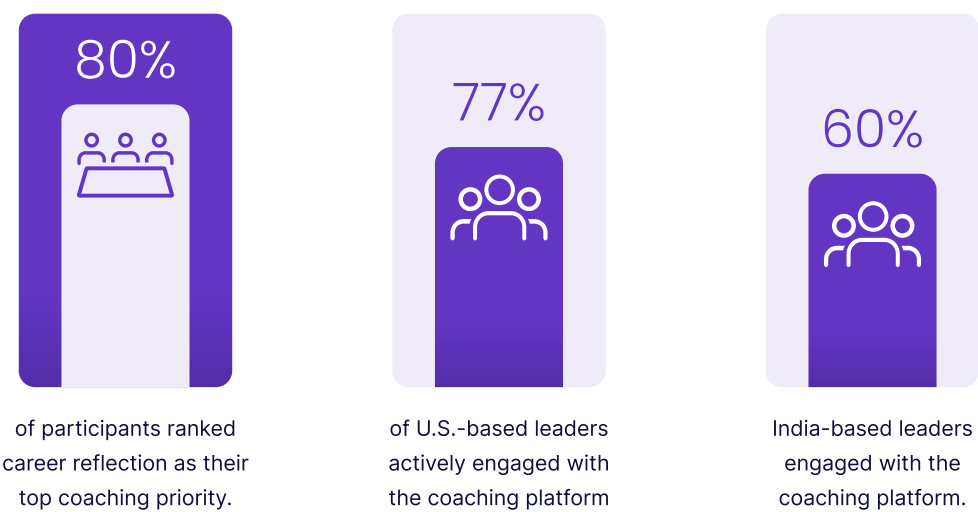
- **Intuitive Interface:** Leaders found the platform easy to navigate, allowing them to seamlessly schedule sessions, access resources, and communicate with their coaches.
- **Right Management's Global Coach Bench:** Leaders had access to a diverse pool of expert coaches within their respective time zones and expertise.
- **Comprehensive Coaching Activities:** All coaching activities, including coach selection, progress tracking, and resource management, were conducted within the platform.
- **Insightful Reporting:** The platform's reporting capabilities provided valuable insights.



Results

Coaching Impact Feedback: With an **average rating of 5 out of 5**, the coaching experience received high satisfaction levels. *"The ability to Pause, reflect, and pivot"* was particularly appreciated by participants.

Key Leadership Insights helped the company understand the development needs of their leaders by highlighting the most valued coaching topics. For instance, 80% of participants identified *"Reflecting on my role and career opportunities moving forward"* as the most valuable coaching topic, signaling a strong need for guidance in navigating the new organizational landscape. Additionally, participants highlighted *"Managing my time," "Communicating more effectively,"* and *"Networking and influencing skills."* These preferences underscored the critical importance of role definition, personal branding, and strategic networking for leaders seeking to realign their careers within the evolving structure. This information was instrumental in shaping future leadership development initiatives.



The intuitive and streamlined platform enabled a high participation rate with U.S.-based leaders achieving a **77% usage rate** and India-based leaders recording a **60% usage rate**. **The client considered this a strong start for their pilot coaching program.**

Conclusion

The successful use of Right Management's On-Demand digital coaching platform powered by Coaching.com exemplifies the power of innovative coaching solutions. The platform's intuitive interface, world-class coaches, comprehensive coaching activities, and insightful reporting tools combined to create a seamless and effective coaching experience for the engineering leaders. As the client's current outplacement services provider, the ability to deliver high-quality coaching during organizational change solidifies Right Management as a Total Talent Provider.



Coaching.com is the world's leading Coaching Enablement Platform™, empowering coaches and organizations to deliver, manage, and scale impactful coaching experiences. With cutting-edge technology and a global network of coaches, Coaching.com is transforming the coaching industry to activate human potential and drive organizational success.

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