

## MANAGEMENT FORMATION BENCHMARKING

We all have plenty of talents and potentials : this Coach's conviction is deep-rooted in my heart . Therefore , how to liberate them and help a person turn a yellow stain in a sun ?

Eric manages a ten-purchasers team within an international Group . He is faced with both a common and complex issue : " I cannot agree with my boss any more. He is always perceiving negatively and does not hesitate to manage some of my own collaborators . How to lead "my " team and feel committed in this Group ? "

How did this issue happen ? When was he aware of it clearly What did he determine to do first and what happened ? The starting point is to ask questions to help him disentangle such a muddle and be involved in the process of solution . He gradually understands , the main obstacle arises from the relationships , not from the persons . So , the issue can be viewed from different perspectives . He identifies , a few of them give him powerful levers of action : clear things and commitments up within his own team and with his boss , strive for improving his own managing style , encourage his team to provide a high level of purchase service and identify the best competitive practices . Sure , he has much to do by himself and much to

change too . Of course , open the way is the "must " to create a "noria" effect . Eric feels it so too now : his energy and enthusiasm give confidence back to his boss, his team feels involved and committed again . Cases studies and professional simulations help him to improve his personal style of positive inter-relationships within the Group .

Through this coaching , Eric is more and more relations-focussed rather than persons-focussed . He has a better awareness of his role within his team as well as an understanding of how to identify correctly the issues involved in any particular problem and to solve them in a logical and unbiased manner .

So , he concluded : " I drew two main points from this coaching experience : before all , the best way to tackle once identified issues is to cooperate the first . It facilitates the others' cooperation and gives them confidence and enthusiasm . Mutual confidence gradually builds up . Secondly if you give them factual and accurate orientations and include them in your projects , they are motivated and efficiency-focused. Your collaborators and team are committed to meet group objectives . Individual , team and Group performances are maximised ."

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