

## STRENGTHENING RELATIONSHIPS BETWEEN HR BUSINESS PARTNERS AND THEIR CLIENTS THROUGH COACHING



**Objective:** Give the HR Business Partners at Hasbro the tools to enter into coaching conversations with their clients to strengthen and grow the relationships in a way that enables the HR Business Partner to truly partner and support the business.

**What we did:** Designed a two and a half day coaching for HR business partners programme designed to take real life examples of situations the business partners faced, and use them during the programme, enabling the participants to not only learn new coaching skills but also practice conversations with real life situations.

Skills learned and practiced:

- GROW model
- Listening skills
- Questioning skills
- Presence
- Directive vs non directive styles
- Power of curiosity
- Conflict management

**Half a day to review:** Following two face to face days, participants went back into work with a specific client they wished to work with on issues that had been previously identified. In addition, the aim was to identify as many situations as possible where the new skills could be applied. The half a day was conducted via webinar and enabled participants to review their progress, get mentoring from the coach trainer and share experiences with fellow participants.

**Outcome:** All the HR Business partners on the programme used their new skills and reported successes with their clients. The skills had given them newfound confidence in their role as business partners and a different way to engage with their clients and add value to any interaction.

