

## PUBLIC TRANSPORTATION FIRM IMPROVES PRODUCTIVITY & TRAINING WITH CHRONUS COACH

### CHALLENGES

This coaching services provider wanted to help their client, a large operator of public transport bus services to the northern corridor of Melbourne, Australia, improve their first line managers' productivity at work while minimizing formal coaching and training hours. With ten managers (the coachees) spread out across the region who could not always get away from their desks, it was difficult to deliver the benefits of formal, face-to-face coaching.



Coupled with the need to provide coaching when the coachees needed it, the bus services company also had to provide detailed progress reports to the executive on each coachee's progress without breaking confidentiality.

A traditional coaching approach would have made the program too expensive and difficult to administer teaching content in a seamless, unified way.

### SOLUTION

The solution required a blended coaching approach; a combination of group coaching, face-to-face coaching, online learning, and in-the-moment coaching. The program, called "2 Hours Back," ran over the course of six months.

By using Chronus Coach software from Chronus Corporation, the coaching provider minimized the administration of the program and delivered content remotely with software features.

Within the program, coaches were given accessibility to online learning courses, tools, and templates that aided in providing new skills, time management tips, and lessons to improve

management capabilities. Participants were able to track the progress of their project through recorded coachee goals and alerts that notified coaches when an assigned action or learning course still needed to be completed.

At any time during the coaching process, coachees can refresh their knowledge with recorded individual and group coaching sessions posted in the program. Furthermore, both coaches and coachees could also record reflections within the “Personal Journal” feature. Shared experiences and questions were encouraged through online forums, as well as articles that were posted on a weekly basis for coachees to read and apply in their training.

Probably one of the most unique features the “2 Hours Back” program offers is the ability to track actual program progress. Automated surveys were issued to ascertain each coachee’s satisfaction within the program. This feature facilitated participant engagement and provided valuable feedback in improving program quality and effectiveness.

## RESULTS

By using Chronus Coach software, the firm was able to streamline coaching administration and content delivery process to effectively increase the hours of coaching and learning by 50%, while reducing the cost of a standard coaching program of this size.

The “Resources” section in Chronus Coach provided more than ten learning videos (as well as

*Firm streamlines coaching administration and content delivery to increase the hours of coaching and learning by 50% while reducing cost.*

associated workplace tools and templates). Topics included “How to be Strategic in the Face of Uncertainty,” “How to Manage My Time Better,” and “How to Run an Effective Meeting.” Coachees were able to access this content during times of convenience.

The specific coaching framework designed for this client’s particular coaching program was configured in Chronus Coach. This streamlined the process to proactively remind the coach and coachee to complete agreed-upon actions to achieve coachee goals.

### **Chronus Coach features the following “alert” actions:**

- Every two weeks, coachees were reminded to record their experiences related to completing coaching actions, such as “being more present” during meetings, meeting with direct reports, and “just listening.”
- Each month, coaches were reminded to report on the coachee’s progress and provide qualitative feedback about the level of engagement for each coachee.

- All communications (one-on-one meetings, email, phone, etc) were recorded to keep participants up-to-date since the last session, so that focus can be directed toward the current lesson as well as specific coachee needs.
- An autogeneration of monthly progress reports for review and analysis by the client's executive team. This saved coaches two hours per coachee per month.
- Coachee experience surveys were automatically issued to check how satisfied coachees were with the program structure and content.

Promoting a program atmosphere that allowed participants to stay "in the know" of lessons helped both the coach and coachee to focus on core areas that still required training. Coaches were able to provide additional content where coachees were experiencing difficulties, such as trying new behaviours due to frequent work crises. To address this issue, the coaching provider utilized the online forum feature by posting articles on how to effectively manage crises without losing sight of strategic endeavours.

Streamlining the coaching administrative process enabled each coach to proactively contact their coachees once a week via the phone (in between coaching sessions). This meant each coachee received "in-the-moment" coaching instead of waiting to ask questions at their next monthly session.

By using Chronus Coach with their new program, this coaching services provider was able to refine their coaching process within the organization. This resulted in a reduction of time spent managing and maintaining the program, a more efficiently run system, and an increase in overall participant engagement.

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*"2 Hours Back has shown me skills and techniques to clearly set and achieve my goals. I enjoyed being able to talk openly with the highly motivated coaches."*

**- Participant, 2 Hours Back Program**

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## ABOUT CHRONUS

Chronus is the leading provider of learning and development software for enterprise-scale organizations. Leveraging mentoring, coaching, and blended learning approaches, Chronus software empowers a variety of training and development initiatives.

Chronus cloud-based solutions are easy to start and easy to manage, saving organizations time and effort while improving learning and development program effectiveness. Chronus' solutions, including Chronus Mentor, Chronus Coach, and Chronus Learn, are used by more than 500,000 professionals worldwide at institutions including Comcast, Staples, University of Phoenix, and the American Diabetes Association.

With Chronus Coach, launch easy, effective online management for an organization's coaching programs. Automate routine tasks and review insightful metrics to improve the efficiency and productivity of your coaching programs.

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### MORE INFORMATION



For further information on creating an employee coaching program, or to see how Chronus Coach software can help, visit [www.chronus.com](http://www.chronus.com).