**Coach: Edmond Khoo**

*Coachee S/No.: 305*

*Period of Coaching: Dec 2017 to Apr 2018*

*Number of Sessions: 4*

*Number of Hours: 8*

*Average Duration per Session: 2*

TESTIMONIAL

*by Coachee who is a Deputy Director, Public Sector Organisation, Singapore*

I had the privilege of being coached by Mr Edmond Khoo in the first half of 2018. The coaching sessions provided me with the opportunity to uncover answers and gain new perspectives/insights on issues relating to leadership style and management challenges.

Edmond’s assurance on confidentiality helped to build trust which gave me the confidence to share with him some of the greatest staff management challenges encountered. Instead of providing me with solutions, his step-by-step questioning helped me to think through options and resolve some of the internal conflict I was experiencing then.

One example was how he listened to my challenge of managing a non-performing manager. His questioning prompted me to identify whether the non-performance was the result of capability or attitude. Instead of giving his opinion or recommending certain course of action, Edmond’s prompting and questioning led me to view the issue differently. This helped me to take a step back and develop an action plan to address the non-performing issue accordingly. He has shown me how to own the problem and resolve it to the best of my ability without telling me how to do it. I truly appreciate this painstaking approach of coaching. It further developed my confidence and boosted my courage as a leader since I have to work through and subsequently execute the action plan.

The pre-coaching reflection on primary focus areas was also particularly useful. I was able to take stock of what I have done as an educator and as an individual. It re-affirmed what I value and set a good start for the coaching sessions to come.

In all, I have benefitted tremendously from the coaching by Edmond. Apart from challenging me to think hard about management issues that were bothering me, his sincerity, openness and willingness in sharing his experience has opened up my horizon. I emerged from each coaching session rejuvenated, excited and more confident - knowing that my coach would always be there and that there would always be solutions to all problems.