**Coach: Edmond Khoo**

*Coachee S/No.: 306*

*Period of Coaching: Dec 2017 to Oct 2018*

*Number of Sessions: 9*

*Number of Hours: 15.0*

*Average Duration per Session: 1 hour 40 minutes*

TESTIMONIAL

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

I have had the privilege of being coached by Edmond from December 2017 to October 2018 and I have to say that I have benefitted tremendously from our coaching sessions. This is my first experience of being coached and initially I was a little sceptical about how much these sessions are going to help me as a leader. However, the sessions proved so useful that I requested Edmond to extend by another 3 sessions.

The key benefit I derived from the coaching sessions is how they helped to raise my self-awareness. Edmond helped me see issues from a fresh perspective and thereby take a more positive outlook to the challenges I face. In fact, my coaching sessions could not have come at a more opportune time. That was the period when I had taken on a new role in my organisation and was going through a steep learning curve not to mention the stress that accompanied the new role. Having to look strategically at my role so I could deliver on my KPIs while managing my other operational duties seemed a huge challenge. But at the end of my very first session with Edmond, I no longer felt that the challenge was insurmountable. Edmond was able to navigate me through my values in life and thereby got me thinking about what really mattered to me. Through the questions he got me to ponder about and exercises which he designed for me, I was able to sieve through my goals and values and distil it to one or two key values that defined the person I am.

One major problem which I shared with Edmond was about the struggle I faced with managing my time given the sheer extent of my job scope and responsibilities. Edmond’s response to my issue really got me thinking and re-look this concern of mine. He shared with me the distinction between managing time versus managing priorities. I realised then that I had spent most of my time trying to complete all of my work within a short time frame and that my focus had been on getting the job done. Edmond’s sharing enabled me to reframe my mind to prioritise my tasks and pay attention to the most critical of these and work my way down. This has also helped me in a way to be empowered and take control of things instead of allowing the work consume me. At the start of our coaching session, I had identified about 5 main areas of focus or challenges I was facing. But by the end of our 9th session, I realised that only two were critical for me – managing multiple portfolios and managing stress. That’s how good Edmond was in getting me to filter through the ‘noise’ and look at what were the core issues I had to work on. He got me thinking about issues I have control over and hence can work towards finding solutions to those and issues which are beyond my control. This shift in my mindset also allowed me to deal better with my stress.

At a time when I was feeling overwhelmed by work, the monthly sessions helped to rejuvenate me and give me fresh insights. The blindspot activity which allowed friends and colleagues to provide feedback about me, served to actually re-affirm my strengths and the values I hold dear as well as which areas I could do better in. Knowing that Edmond was coming from the perspective of helping me made me want to do this exercise even though there was a possibility that I could be hearing a lot of more than just compliments! I wish to put on record my sincere thanks to Edmond for taking time off his busy schedule to talk to my friends and colleagues individually to gather feedback about me with the sole intent of helping me become a better employee and a better person. The effort he put in to help me only spurred me to work even harder on my coaching sessions so I can reap maximum benefit from it.

Edmond has been a wonderful coach and mentor. Edmond’s questioning techniques which allowed me to arrive at my own resolution to issues, his willingness to listen in a non-judgemental way, share his own experiences, and his constant encouragement created a very conducive coaching environment. From the very first session, I felt I could share just about anything with him. Our sessions had very clear objectives and yet Edmond was able to handle each session in a light-hearted manner that had put me in total ease and allowed me to build a very good rapport with him.

Edmond is an excellent coach and I would highly recommend him especially to anyone assuming a leadership position or higher appointment within the organisation. Often, leadership role comes with a lot of challenges and expectations which can be daunting especially for those who are new to such roles. Having a coach like Edmond by your side to traverse through the labyrinth of leadership challenges will certainly raise the confidence and esteem of these appointment holders and enable them to be effective leaders.