**Coach: Edmond Khoo**

*Coachee S/No.: 703*

*Period of Coaching: Jul 2020 to Sep 2021*

*Number of Sessions: 9*

*Number of Hours: 16*

*Average Duration per Session: 1 hour 47 minutes*

TESTIMONIAL

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

I have learnt much about myself and benefitted from Edmond’s coaching, counsel and guidance tremendously.

His approach was different from past coaches I have had. He used varied techniques and tailored them specifically to my personality, problems, and situation, instead of mechanically and methodically going through a fixed framework. While providing me with insightful and thought-provoking questions to help me unpack my situations and issues, Edmond would also provide timely and appropriate examples and sharing from his own experience. This I found particularly useful as it helped me to avoid going into an analysis paralysis stage. I could take reference from some of his advice to create my own decision and points of inflection. Overall, the experience was one of deep and flowing conversation, instead of a mechanical exercise, which I appreciated greatly. And through this particular manner and journey, I had a couple of “a-ha” epiphanies, which are critical for my personal growth.

It was Edmond’s way of pacing and sharing as mentioned above, together with his listening and amiable disposition, that Edmond built trust quickly and effectively. I found Edmond very genuine and professional as he shared his experience, dreams and vulnerabilities. His timely follow-ups and notes to me showed his attentiveness. Through these, the rapport and trust were built which was the most crucial element for my fruitful coaching experience with him.

His summaries and follow-ups kept me apace and accountable for my self-development. He provided me space but did rein me in when necessary. His suggestions on my follow-ups were simple, grounded and very much effective. An example is his suggestion for me to, after receiving feedback for the Blind Spot Exercise, follow up on my colleagues and friends individually to thank them, continue the conversation and even offer a pledge. This had certainly further built my relationship with them.

I strongly believe what made this coaching experience with Edmond such a fruitful one, beside his approach and genuine care, is his subject matter expertise, experience and training. Edmond has been a strong leader throughout his career and his vast experience in leadership in various public service organizations, and communication and interaction with people from varied backgrounds and stations makes him very relatable. I have learnt so much especially in areas such as, managing colleagues (both above and below), adjusting to a new senior level appointment, overcoming career-limiting characteristics, and managing personal and work setbacks, just to name a few. But most of all, I am grateful that Edmond helped me to resolve a long-term, deep-seated issue.

I am certain that newly appointed leaders to senior management would benefit much under Edmond’s coaching. Thank You, Edmond.