



## Results of Individual Coaching Program for Sales Department

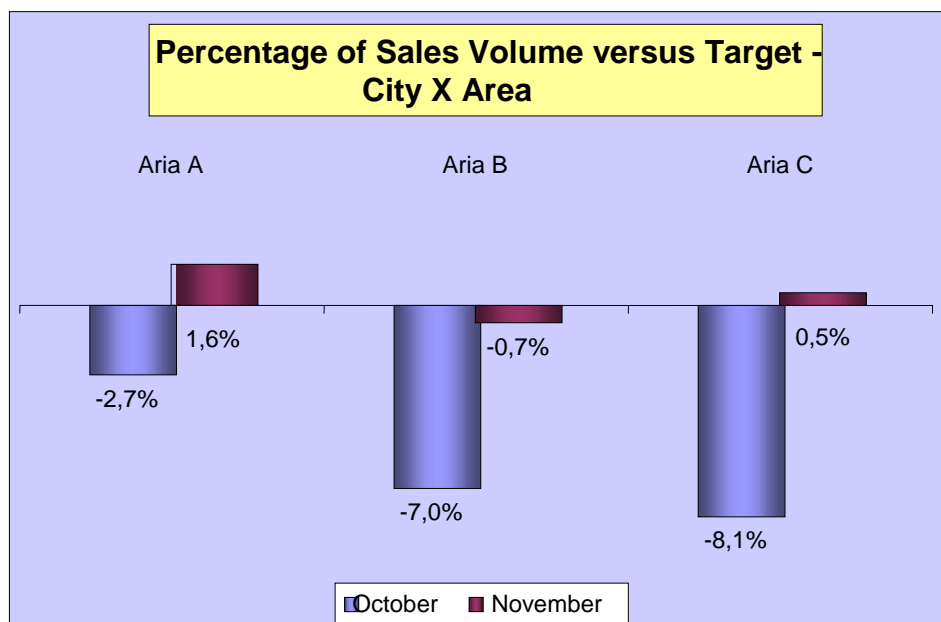
The target population was 30 persons from Sales Department – City X (Area A) and the one-to-one coaching sessions have been held in October and November.

The Sales Volume, for both months are in the following tables:

| October | Achieved | Budget  | Percentage |
|---------|----------|---------|------------|
| Aria A  | 622 091  | 639 034 | -2,7%      |
| Aria B  | 680 586  | 731 936 | -7,0%      |
| Aria C  | 608 454  | 662 059 | -8,1%      |

| November | Achieved | Budget  | Percentage |
|----------|----------|---------|------------|
| Aria A   | 576 488  | 567 420 | 1,6%       |
| Aria B   | 630 430  | 634 702 | -0,7%      |
| Aria C   | 535 073  | 532 603 | 0,5%       |

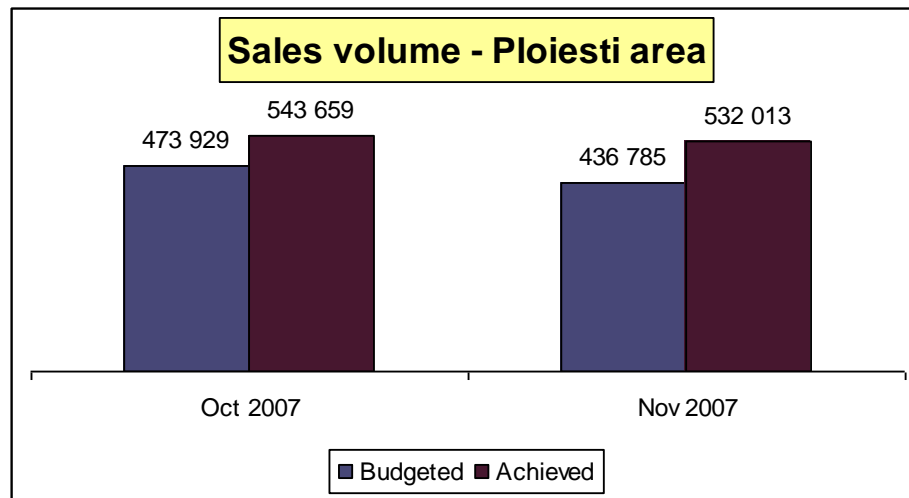
Each Sales Agent or Team Leader had at list two coaching sessions with the purpose of increase work performance, solve difficult issues with clients and find better solutions for conflict between colleagues.





The second example is from Sales department in Ploiesti Area, where a group of 18 people out of 23 were in one-to-one coaching, by phone, during October and November. The average percentage for the summer months was 7% above budget.

| Sales Volume | Budgeted | Achieved | Percentage |
|--------------|----------|----------|------------|
| Oct 2007     | 473 929  | 543 659  | 14%        |
| Nov 2007     | 436 785  | 532 013  | 21%        |



## Results of Coaching Program For a Production Team

Who: management team (11 persons)

When: weekly production meeting

Length: 5 months (February - June)

As results:

- The length of the meeting was reduced from regularly 2.5 h, sometimes 3 hours to 1.5 h and the preparation time (gathering relevant data from all subdivisions) from 1.5 days to 4 hours.
- Supervisors were more involved in the preparation phase and took turns being moderators instead of being simply participants once in a while.
- Contradictory discussions turned into more productive dialog, having in mind the common team purpose.
- They improved significantly the way of using feed-back in meetings.
- Because of the structured way of discussions, the **number of decisions** took at one meeting **doubled**.



## Results of Coaching Program For a Trade Execution Team

Who: 14 persons

When: twice a month – official team meeting

Length: 6 months

The overall purposes were to implement a structured way of contract execution and operational process alignment.

Specific results:

- **Client's complaints** with 50%
- **Invoices delays at 3%** from 4,5%
- **Financial audit preparation at 3 weeks** instead of 8 weeks in 2009
- Obtain 0% invoices errors
- **Increase cooperation among team members and capacity of solving problems** (The manager received only 2 phone calls from his teams when he was in a delegation, instead of 14-20 calls/day)