

### THE CLIENT

A manager overwhelmed with the current workload.

#### THE CHALLENGE

The manager was overwhelmed by the current workload and was missing deadlines and performance of their department was slipping.

This was becoming particularly difficult for their line manager who recognised the difficulty.

The individual felt that a number of factors outside of their control were contributing to this and were unable to see a way forward.

#### THE APPROACH

Weekly sessions were diarised and the individual was held to account for ensuring that they attended these.

The first sessions focused on the current situation and the individual was encouraged to develop three ideas that could improve this.

As the manager became more in control of their workload and time management improved the focused changed to improvement in team results.

#### THE RESULT

The manager was able to reinstate control over their own work schedule within a short time period.

As a result of this their work life balance improved and this had the return effect of improving work performance.

The manager was then able to implement the changes necessary to improve team performance and results improved dramatically.

The relationship with the line manager also improved significantly.

#### ANDREW CRATCHLEY

Andrew is an experienced coach and mentor.

Having worked in a number of industries in a range of senior positions Andrew is able to offer unique insights into possible solutions for individuals facing difficult choices and challenges.