



Arrow Energy Coaching for Success



One course incorporating three full scenario-based story lines, are used to challenge learners to think within a coaching model when exercising their leadership capabilities.

Background

Arrow Energy is a highly conscientious, integrated coal seam gas company, safely and sustainably delivering a world class CSG to LNG project.

The challenge

Many managers and supervisors are appointed due to their technical skills, rather than their ability to lead. This is having an impact on staff satisfaction and retention levels.

The solution

Coaching for success aims to provide learners with a number of typical business situations where coaching decisions are critical to successful outcomes. Learners engage in stories where they choose their own ending by selecting from realistic options, stimulating higher-order thinking. This may result in continuing through to successful completion, or the story terminating early due to a negative, but realistic consequence. Learners may 'play' each story as many times as they wish.

The result

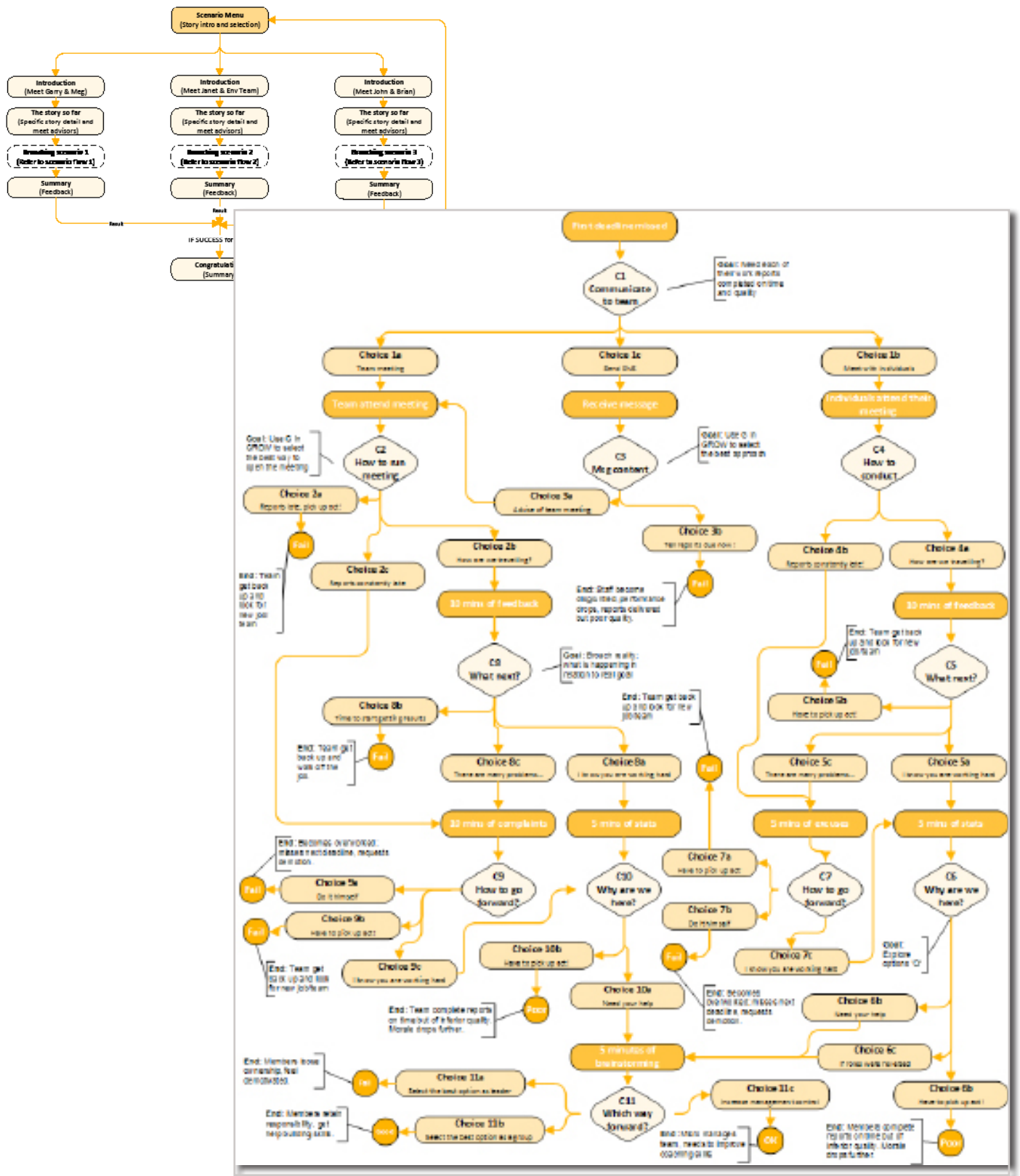
Three character-based scenarios have been designed so that learners can explore good and not-so-good coaching approaches, in order to build their awareness and proficiency in coaching their staff, or project team members. As stories are based on real examples but are fictional, genuine lessons can be learned about coaching and messages are more memorable as they are in a familiar context.

Development: SL360, Adobe Indesign, Adobe Illustrator & Adobe Photoshop by Kim Gillham. Graphic design: Amanda Stoner.

The screenshots illustrate the user interface of the 'Coaching for Success' course. The top screen is a 'WELCOME' page with a blue header and navigation links. It features three character cards for John Doe, Jane Doe, and John Doe, each with a 'PLAY' button. The middle screen, titled 'THE STORY SO FAR', introduces Garry's story, mentioning Garry's Supervisor Grant Hobson and Garry's Old Team Lead Peter Goode. The bottom screen shows a coaching scenario with a character and a team, including a question 'How do you think Garry should run the meeting?' and a 'Retry Garry's story' button.

The high level design (sample)

The course content flow (high level navigation) for the course and a sample scenario are shown below:



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