

## Congratulations to Brother Management Program Participants!



Brother Canada celebrated the end of the Brother Management Program (.bmp) with an official closing ceremony on June 5th 2013. The .bmp was a one-year program designed in collaboration with CoachingOurselves and the Brother Canada Senior Management Team, represented by Diane Boulet, Senior Director of Corporate Development at Brother International. This extensive program involved 14

CoachingOurselves topics, including custom topics, special workshops and host speakers, IMpact sessions, journaling, and a final assignment and workshop for 30 participants. It was an amazing success for Brother Canada, who is moving forward with phase 2 (.bmp2) this coming year!

*"At Brother, the latest one-year CoachingOurselves program, involving all management levels, had a critical impact on the culture; on collaboration and resulted in managers' deep understanding of the organization and its interconnectedness."*

The .bmp was designed to grow the "whole manager", facilitate a journey of experimentation, and integrate and apply the Five Managerial Mindsets developed by Professor Henry Mintzberg, all to drive the business forward. It would provide a platform for managers to share their concerns, problems, and passions about relevant management topics and, by interacting on an on-going basis, deepen their knowledge and expertise and build communities of practice. As the curriculum progressed, participants' abilities to manage themselves and their relationships began to evolve and it became clear that the program benefits would greatly exceed our expectations. We saw and are seeing small communities of practice emerging and people consulting each other as experts, mentors, and managers, working better and smarter to improve the business!



*"ROI? Strong working relationships; managers becoming better people managers; better decision-makers; improved processes and efficiencies, and increased organizational well-being! Based on these results, we are now deploying the CO sessions throughout the entire organization to further drive change and integrate our culture of 'Great People, Great Experience'. Thanks CO for being awesome!"*



On June 5th, 29 participants gathered to celebrate the successful completion of this innovative learning and development program. CoachingOurselves co-founder Phil LeNir and Diane Boulet spoke to graduates, who each received a certificate of achievement (and Continued Education Units) for completing the full curriculum and final essay. President Tadashi Ishiguro, Brother U.S and President Toshikazu Koike, Brother Industries, Ltd., sent video congratulatory messages and emphasized the importance of the .bmp to growing the organization's objectives.

Participants Feedback:

*"What is amazing is once you open up and trust the rewards can be enormous. Not only will there potentially be support and you will find out you're not alone, and the discussion can bring out the best solutions to the various issues at hand. The potential value far outweighs the risk"*

*"...Because of this new ongoing cross-functional collaboration, we can improve how we reconcile some of our customer issues with greater accuracy, which of course leads to an improved customer experience for our customers. The .bmp supports and encourages this type of collaboration across all levels of the organization. Our employees feel empowered to raise and fix issues as they come up..."*

*"Based on what we've learned...we're promoting the creation of an empathy habit because empathy can actually make ourselves more efficient...It's primary effect is that we're helping ourselves by creating more efficiency in our decision making. The secondary effect is of improving business relationships that focus on problem resolution, rather than misconceptions"*



CoachingOurselves is extremely proud of the success of this inaugural one-year formal learning and development program at Brother Canada and looks forward to our continued partnership.

\*Written in collaboration with CoachingOurselves and Diane Boulet, Senior Director of Corporate Development, Brother International

### Contact us to learn more!

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