

# Introducing EZRA at Baylor University

At EZRA, we've redesigned professional coaching for the digital age. Our app lets your team member choose a coach, schedule coaching sessions and discuss their goals and plans.



## Our approach to coaching

A professional coach can change your team member's life—and not just their work life. A coach can help them become more self-aware, set goals, and work through problems that might be holding them back.

In most organizations, only top teams and executive leaders have access to this superpower. It's a shame to see so much untapped potential: imagine what organizations could achieve if everyone was coached to get more from their career.

At EZRA, we believe everyone should have a coach, and we're working to make that happen. As part of the Baylor University Professional Development Coaching program your team member will receive 6 months of unlimited coaching through EZRA to develop their leadership skills.

## Why everyone can benefit from coaching

- Professional development: coaches can help you define your career path and identify how to continuously develop to reach your professional and leadership goals.
- Create better managers: the day-to-day challenges of leadership always calls for a second opinion.
- Handle change: personal and professional changes can be tough, coaching gives you a space to talk through it.
- Accelerate onboarding: a coach can help you make the most of your first 90 days.



## Baylor University Development Goals

Below are the development goals that have been specifically chosen for this program. Each participant will select three goals to focus on.

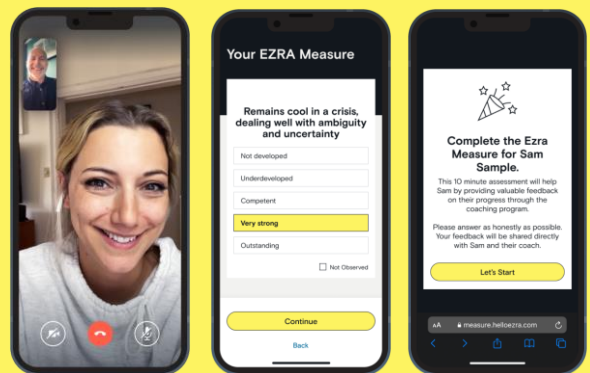
1. **Emotional Intelligence:** This is about your self-awareness, your ability to self-regulate, keep yourself motivated and understand your impact on others.
2. **Resilience:** This is about how you cope with stress, pressure, new scenarios, and rapid change.
3. **Motivation & Engagement:** This is about tapping into people's real motivations, helping people to feel a powerful connection between themselves and the work they do.
4. **Collaboration:** This is about how you work across boundaries, break down silos and encourage teamwork.
5. **Trust & Relationships:** This is about how you create authentic, trust-based relationships, show empathy and make people feel heard.
6. **Developing Others:** This is about your ability to support the growth and development of others.
7. **Confidence:** This is about how you create confidence around you, in your colleagues and in the organization.
8. **Managing Conflict:** This is about having the courage to have difficult conversations, intervening when relationships aren't working and supporting others to deal with conflict at work.
9. **Accountability & Achievement:** This is about your ability to plan, organize resources and to drive both accountability and results.
10. **Diversity & Inclusion:** This is about making work a safe place for everyone to be themselves, to belong and be valued for their own unique identities.

## What happens next?

On Go Live Date we'll be communicating to all participants so they can understand more about their Ezra coaching, the program and how they get set-up on the app to fully maximize their Ezra experience.

# EZRA MEASURE: enhance the impact of the coaching experience

EZRA MEASURE is a key tool to enable your team members to measure their progress throughout the course of their EZRA program, while including your feedback too.



## Results

The results of both surveys will be combined into a report that will only be shared with the participant and their coach.

## How it works

1. You and your team member will receive a survey after their first coaching session. This will be used to establish your team member's current capabilities against all the development goals.
2. Two weeks before the program ends, you and your team member will be surveyed again to understand where they have improved through the EZRA program.

## Benefits

### For managers

EZRA MEASURE allows you to support your team member's coaching experience and ongoing development by providing them with open and honest feedback.

### For participants

EZRA MEASURE helps your team member and their coach to:

1. Identify key behaviors of focus to advance their development goals at the beginning of the program.
2. Look back at their progress, celebrate successes and identify next steps to continue momentum as the program wraps.

## A manager's role in coaching

### Introduce coaching

Introduce the idea of coaching as a developmental opportunity and set clear expectations for the outcomes of the engagement.

### Become an advocate

Show interest in the coaching, but do not pressure your team member to share confidential information. All interactions between a coach and a coachee are confidential.

### Support the process

Be a role model by giving and receiving feedback regularly. Partner with them and support their goals.

### Celebrate success

Reinforce the positive changes your team member is making as soon as you see them. Celebrate even the smallest successes. Monitor your team member's progress with their goals.