

Case Study

MSc Coaching & Behavioural Change



Phil Summerfield

Executive Coach

"Henley brought in genuinely world-class speakers with huge credibility."

"I haven't stopped recommending it to people ... and I'll continue to recommend it without hesitation."

i For information, please contact:

Henley Business School
Greenlands
Henley-on-Thames
RG9 3AU
exec@henley.ac.uk
Tel +44 (0) 1491 418 767

Phil, how did you come to choose Henley Business School to study your Master's in coaching, and why?

'Many years ago, I ran the SAP Consulting Group at IBM and I was put forward to do a Diploma in Management programme at Henley, and I was really impressed with the place.'

'Fast forward 15 years or so, and I was a successful executive and business coach, but always had a nagging feeling that I could achieve more for my clients. I talked to a colleague doing the coaching Master's at my local university who was less than enthusiastic about their programme! So, remembering my time at Henley, I looked at the content on the website, and felt it was really pragmatic and down to earth; it felt as if it had been written for me!'

What were your expectations, and how did your experience of the programme compare to them?

'I knew that there must be lots more to coaching than I understood at that time, but I was wary of being too academic in my approach. I needed a programme that would give me a wide range of tools but let me select the components to fit my client's situational leadership needs.'

'I needn't have worried. As soon as I met Alison Hardingham, she allayed my concerns by articulating exactly how I felt about coaching, describing it as 'the British eclectic model', with the tools – or blend of tools – being determined by the client's needs, words and responses.'

'The programme was several levels beyond any hopes I'd had for it; Henley brought in genuinely world-class speakers with huge credibility.'

What impact did the programme have on you – both personally and professionally?

'The Henley programme added enormously to my confidence in delivering executive coaching. David Clutterbuck summarised this perfectly when he spoke about the 'coaching maturity model' and it was clear to me that my original coach training had been taught at Level 1, at which you have to consciously remember all the various tools and techniques and apply them accurately.'

'Following the programme, I know I've still got a lot more to learn, but my approach and confidence is certainly at Level 4 with a 'systemic eclectic' approach.'

'My whole approach to learning has changed. I've become fascinated with neuroscience and psychology, and I'm specialising in team coaching, and operating at a totally different level. I gain even more pleasure now from seeing my clients achieve their ambitions.'

What advice would you offer to anyone considering the Henley programme?

'Be clear about what you want to achieve, then immerse yourself in the programme, and you will achieve it.'

'It is a wonderful course. I haven't stopped recommending it to people since I was fortunate enough to have been on it, and I'll continue to recommend it without hesitation.'

