


# C-MAPS in Action



## Coaching MAPS Case Study: Michael Coughlan, Assistant Buildings & Estates Manager

### Introduction:

**In his role as Assistant Buildings & Estates Manager Michael has to ensure that his targets and goals are achieved. Leading and supporting his team is an important part of Michael's role.**

Michael has worked in the Buildings & Estates Office in the Munster Technological University since 2004. His main area of expertise is the facilities management of the Energy, Electrical and Mechanical systems on the Cork campus. Michael manages a technical skilled team of trades personnel.

### Summary:

Managing people can always be testing and achieving the best from your team while ensuring the corporate and departmental goals are achieved is the ongoing challenge for all involved. We are all different and people need to be managed and treated as individuals.

*"This is how our team is judged and our success as a team can be demonstrated by how fulfilled a team is as they work on achieving these targets and common goals."*

**Michael,**

**Assistant Buildings & Estates Manager**



## Benefits of C-MAPs:

C-MAPs Training has greatly improved Michael's skills and helped him to be a productive manager of people. These coaching tools have complete buy-in from all involved and this initiative has led to a much more content team of people. Knowing that all their work is now structured properly planned, supported and reviewed.

The focus now is to ensure that the Buildings & Estates Team is fully focused on the '*here and now*'.

C-MAPs has provided a workable Gap Analysis tool which highlights areas of weakness in the team and allows a planned approach to ensuring that workable solutions are implemented for these shortfalls. This in turn leads to a more productive outcome and a happier team environment.

## Empowering The Team:

Before implementing C-MAPs, a 1:1 or Team meeting was basically identifying the work that was not yet completed and agreeing when will this work be tidied away. Now the focus is on making sure that both parties know what must happen to allow all team members to make informed and proper choices knowing that they have the full support of their line manager throughout this process. Using the C-MAP structure helped to list any obstacles that might have a bearing on a positive outcome. These issues did not have a platform for discussions at past previous team and 1:1 meetings.

Now, using the C-MAP approach and with both parties buying into this coaching technique, there is nothing off the table and an improved working relationship is the result with all involved.

Coaching MAPs a project funded by the Erasmus+ programme. The project set out to develop and test a new coaching model called Coaching MAPS. In addition to a set of pre-prepared C-MAPs, there is a handbook and a training course all of which are available in English, Bulgarian, Italian, Dutch and Portuguese.

**For further information visit:**

[www.coachingmaps.eu](http://www.coachingmaps.eu)



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