



Association for Coaching Excellence in Coaching Award 2016 In collaboration with IITD

We are delighted to announce **eBay** as the winner of this year's **Excellence in Coaching Award**. It is in recognition of their innovative approach and commitment to growing coaching capability, scale and impact across their business. eBay have made coaching part of the day-to-day operations of their organisation and continue to invest in their coaching evolution. Congratulations!



Pictured at the IITD Awards in Killashee House, February 26th 2016, were (l-r), Excellence in Coaching Award Winners, eBay, Nivash Pillay, eBay; Ruth Dargan-Akiwumi, eBay; Stephanie Conway, Association for Coaching; Patricia Galvin, eBay; Grattan Donnelly Association for Coaching; Jordan McFall, eBay; Aoife Lee, eBay; Janice Knight, eBay; Nicola O'Neill, IITD President & Marty Whelan, MC. Picture: Brendan Lyon/ImageBureau

eBay started an 'intentional evolution' journey with coaching in 2013, that has now grown to a stage where there are 42 dedicated coaches in their operations in Ireland, out of a Global Team of 120, a true demonstration of their commitment to coaching.

As part of ongoing development for coaches, eBay have established a Coach University, where twice per year, coaches get together for three days to learn, develop, share experience and build relationships.

In the evolution of coaching, it has gone from a service excellence initiative to business as usual, indicating how it is part of the culture at eBay. The evolutionary journey also reflects the maturing of eBay's coaching philosophy and approach, with an emphasis on coaching behaviours rather than metrics. During 2015 they implemented analytics tools which enabled the coaching to be more targeted.

'We coach to drive behaviours that create high-performing, customer-focused teams capable of providing experiences customers love; this differentiates us as "The Best".'

Coaching Playbook - eBay

eBay have truly demonstrated a remarkable commitment to coaching and are deservedly the proud winners of the Association for Coaching Excellence in Coaching Award 2016!

We will showcase eBay's innovative approach and their coaching journey with you over the coming months via our Master Class and Think Tank series. Their story is certainly something that will be an inspiration to us all and one you will not want to miss!

Special congratulations to our shortlisted nominees for this year, which included **Chartered Accountants Ireland, Toward Ltd, Citi** and **Ulster Bank**. We would also like to take this opportunity to thank most sincerely all of our applicants for investing time and energy into submitting such remarkable entries. Year-on-year our judges continue to be incredibly impressed with the quality and quantity of applications received for this prestigious award and the Association for Coaching in Ireland are very proud to facilitate the Excellence in Coaching Award with our partners IITD.

It is wonderful to see so many organisations committed to coaching and sharing our vision for *inspiring and championing coaching excellence* and we wish everyone success in building upon same into the future. With this in mind, we look forward to receiving your application for our 2017 Excellence in Coaching Award - make sure to keep this date in your diary:- **IITD National Training Awards, March 3rd 2017!**

Once again, our many congratulations to **eBay**, our 2016 Excellence in Coaching Award Winners.

Best thoughts,

Johanna

Johanna Fullerton
Head of Membership
AC in Ireland