

Great work with  
**MEGT**



## MEGT Australia

A not-for-profit organization which has been supporting employers, apprentices, trainees and job seekers.

500+ employees operating in every mainland state of Australia.

## The Challenge

**MEGT finds innovative way to better support leaders through the pandemic with a hybrid workforce through CoachHub's digital coaching solution.**

COVID-19 has changed the work environment forever, having a profound impact on employment, motivation and needs of staff. Many organizations have had to navigate vastly different work environments for leaders and the people they lead. Remote technology has allowed service delivery to continue with minimal disruption but has also brought new challenges to providing sustained customer service, productivity, innovation and well-being.

With the rise of COVID-19, a hybrid work revolution has evolved in Australia, large parts of which have been subject to extended lockdown conditions. Scott Orpin, the General Manager of People & Culture, identified the need to support leaders through these challenging times. This is where Coachhub with its innovative and inclusive approach to coaching captured Scott's attention. "I was really intrigued by three key aspects of CoachHub offering, scalability given the size of their global reach, the choice provided to coachees and the technology enablement platform that stood out as something that could really help MEGT leaders. MEGT has identified a pilot group of senior and emerging talented leaders to test the coaching process and platform from CoachHub, which commenced in July 2021.

"Whilst its early days through the first pilot of CoachHub, I have been very impressed with how easy it has been able to go from initial enquiry through to a cohort starting coaching. Furthermore and more importantly, the feedback so far from the coachees has been more impressive than I was hoping for."

**Scott Orpin, General Manager - P&C**

# The Result

The initial engagement and relationship building was great with CoachHub according to Scott. "It was very easy, back and forth with questions and agreeing on terms and conditions was a good experience for us."

"We did experience a few matching issues with our leaders, but this was accommodating of our staff new to the platform environment and CoachHub adjusting their global service offering to Australia. I must say I was impressed by the speed and customer service provided to resolve the minor issues we had."

MEGT feels that the interaction with CoachHub's Enterprise Transformation Consultant is great and understanding of the platform is practically quick too. In addition, CoachHub's digital coaching solution is cost-effective and tech-enabled, and it easily allows MEGT to fulfil its goal of supporting employees in different parts of Australia.

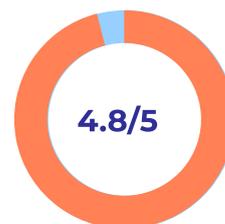
In July 2021, MEGT commenced CoachHub's digital coaching solution for a pilot group of senior and emerging leaders. Through digital coaching, participants are provided with an opportunity to boost their work and personal growth, no matter what challenges they face. MEGT's participants have selected both personal and professional goals connected with leadership development, identifying career opportunities, personal motivation and communication.



**Participants have provided consistently high feedback after each coaching session.**



I feel the things I do in coaching will help me to accomplish the changes I want.



My coach and I respect each other



"I have found the CoachHub experience a practical and rewarding way to better identify areas of opportunity for self-improvement. My coach has guided me towards a more effective style of leadership, recognising my strengths while showing practical ways to improve my relationships with others within the business. I would highly recommend CoachHub to anyone who aspires to better leadership."



**Nick Coe,**  
**National Marketing and Communications Manager**

"As a first time "coachee" I was unsure what to expect but the CoachHub team and platform is extremely user friendly. My coach is great and so far I've got a lot out of it personally, in terms of self-reflection, who I am etc. I'm sure long term, what I've learned from my journey thus far, will better shape my decisions and thought processes."



**Cassandra Horan,**  
**State Manager - QLD,**  
**Apprenticeship Network Provider**

"The global reach of CoachHub provides a wide range of choice of coaches with different backgrounds and experience. There was a good level of support to help match the right coach with coachee and I have been grateful for the way my coach has challenged ideas and explored opportunities in a respectful way. The digital platform is easy to use with good flexibility for scheduling sessions to fit around any work or personal commitments."



**Tamina Koehne Drube,**  
**Staff Engagement Lead**