

COACHELLO

enedis

INDUSTRY
Energy

PRODUCTS USED
Leadership coaching



ENEDIS is a key player in the electricity distribution network in France, responsible for managing and maintaining 95% of the medium and low-voltage electricity grid. With a vast workforce and a highly decentralized management structure, ENEDIS recognized the need to enhance the leadership skills of its frontline managers (MPRO). These managers, despite being integral to operational efficiency, had not previously benefited from structured coaching programs. To address this gap, ENEDIS sought a digital coaching solution seamlessly integrated into their existing ecosystem, specifically Microsoft Teams, to ensure accessibility, flexibility, and impact.

Challenges

ENEDIS faced the challenge of empowering its frontline managers (MPRO), who had never previously received coaching, to strengthen leadership capabilities and align with its 27-key competency model. To drive consistency and accountability, they needed a scalable, flexible coaching solution integrated with Microsoft Teams—one that would reinforce managerial effectiveness through structured sessions and direct supervisor involvement.

Solution

ENEDIS partnered with Coachello to launch a pilot digital coaching program for frontline managers, providing personalized coaching, seamless Microsoft Teams integration, and data-driven insights. This structured approach empowered managers with immediate support and long-term leadership development.

Results

3x

Reduction
in Stress

+53.82%

Motivation

+31.15%

Perceived Growth
from Peers

+90%

Actions Implemented

"I am very satisfied to be part of this program. It has yielded a lot of positive outcomes. My coach continuously supported me, providing essential keys to better succeed in my role. This support is truly valuable for all frontline managers."

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MPRO | Enedis

Challenges

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➤ ENEDIS identified a major developmental gap: its MPRO frontline managers had never received structured coaching, putting consistent leadership practices, employee engagement, and long-term managerial effectiveness at risk.

The challenges included:

1

Enhancing Managerial Capability and Alignment: The program sought to improve the leadership effectiveness of MPROs by anchoring their development in ENEDIS' leadership model, which outlines 27 core competencies essential for driving performance and cultural alignment.

2

Seamless Integration and Scalability: Given the wide geographical distribution of MPROs, the coaching solution was designed to be flexible and scalable. Delivered through Microsoft Teams, it allowed seamless access without disrupting daily operations—crucial for large-scale adoption.

3

Reinforcing Accountability through Tripartite Coaching: these sessions involving the MPROs, their direct supervisors (N+1), and the coach were introduced to encourage alignment, foster accountability, and embed the coaching outcomes within real-time managerial contexts.

Solution

ENEDIS partnered with Coachello to launch a pilot digital coaching program for 40 frontline managers, providing personalized coaching, seamless Microsoft Teams integration, and data-driven insights. This structured approach empowered managers with immediate support and long-term leadership development.

1 6 personalized coaching sessions delivered over 6 months, timed at critical moments in the managers' role transitions.

Each participant received six one-on-one coaching sessions spread over six months, strategically timed to coincide with key moments in their managerial journey. This timing allowed for immediate application of insights and maximized the relevance of each session.

2 Supervisor Engagement through Tripartite Sessions

Tripartite coaching sessions at the beginning and end of the program involved each manager's direct supervisor (N+1). These sessions established clear expectations, reinforced accountability, and provided a mechanism to assess progress and impact.

3 Microsoft Teams Integration and Admin Dashboard Access

The program was integrated into Microsoft Teams, enabling convenient scheduling, resource access, and tracking. A customized admin dashboard provided real-time data insights, with Super-Admin access for central leadership (DTDM) and localized access for the 25 regional directors (DRs), ensuring alignment and oversight at all levels.

Impact

ENEDIS' coaching experience has proven highly effective in strengthening managerial competencies and engagement.

With a **90% participation rate**, **89% participants implemented** all or part of their action plan- the program demonstrated strong commitment, while **95% of N+1 supervisors** observed significant improvements in leadership, confidence, organization, communication, and initiative-taking.

The coaching fostered greater autonomy and decision-making, leading to improved priority management and clearer team communication. Satisfaction remained high, with a **4.9/5 rating**, and **91% of participants applied learned strategies**, showcasing tangible behavioral changes.

Building on this success, ENEDIS expanded the program to support **2,000 MPROs**, with **400 managers** receiving coaching annually. Its structured yet adaptable approach allowed seamless integration into daily responsibilities, ensuring lasting impact on leadership development and organizational growth. This initiative not only contributed to the individual growth of MPROs but also reinforced collective efficiency and engagement—key elements in achieving ENEDIS' broader managerial ambitions. The continued expansion of the program reflects its effectiveness in driving long-term organizational performance and positioning ENEDIS as a leader in leadership development through digital coaching