

## SOLVING PROBLEMS AND LEARNING TO REFLECT

Thailand's Charoen Pokphand Group (CP Group) is known as one of the world's largest conglomerates. CP Group operates across many industries ranging from industrial to service sectors and is organized in 8 Business Lines covering 13 Business Groups. This year, All Coaching Academy – the internal coaching unit in the CP Group – was asked to design and deliver a session around group reflection for the leadership program of CP-All Public Company Limited – the operator of the ubiquitous and famous 7-Eleven convenience stores in Thailand. The leadership program is called “Talo Kae Klang” (Mid-level Entrepreneur) and works with 68 middle management staff from different departments and units within CP-All working together to create innovative products or services.



All participations in the Talo Kae Klang program were about halfway through their program and each group had been working for about 3 months on their challenge. Some of the teams were a bit stuck. Each team was asked to come to the one-day reflection session with a problem they were encountering in their innovation project. One team shared that they had a great idea for a new process but were struggling with the execution. The teams all had a certified WIAL Action Learning coach supporting them for the session. For each team, the one day session had a double purpose: get clarify on the challenge the team was facing, and to reflect about the past 3 months as a team, identifying what they were doing well and what they needed to improve. Reflecting and sharing with others in the team was new for all of them. Participants expressed their appreciation for the possibility to spend time on reflection and identified their key learnings from the Action Learning session as insightful questioning and reflective listening. CP-All as an organization sees Action Learning as a key stepping stone to move to a learning organization.



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