

## **Philip Provenzano**

MA Performance Management  
Diploma in Management Studies



*Associate Consultant, Institute of Public Care*

Philip has over 30 years' experience in social care and local government. He has extensive experience as a manager in a wide range of council roles. His particular strengths are in outcome-based commissioning, performance management, leadership development and he is in demand as a facilitator and a qualified coach to individual managers and leadership teams.

Philip has been with the Institute of Public Care (IPC) at Oxford Brookes University since 2002 and was Assistant Director of the Institute from 2008 until November 2023. He leads work at IPC on the development of performance management, 'whole systems' design and delivery and the organisational cultures to support the introduction of outcome-based commissioning and integrated health and social care service delivery. He also has a keen professional interest in the development of effective organisational cultures and leadership and management styles that support successful transformational change.

He publishes IPC discussion papers and blogs to help the sector reflect on aspects of social care such as [Health and Social Care Integration: Healing the Fractures?](#), [New perspectives on Market Facilitation: Provider Commissioner Relationships](#), [Ordinary and unique lives for adults with a learning disability and /or autism: a six steps approach](#) and [Commissioning Out of Hospital Care Services to Reduce Delays](#).

### **Approach to Coaching**

Philip has described his approach to coaching as follows:

*"My underpinning philosophy for coaching is my inherent belief in the ability of the individual and their desire to address a performance issue only when they are ready. To achieve this, I firmly believe that an individual should be offered sufficient time and a conducive environment that allows them to creatively explore their challenges in order to fully understand and appreciate their options before making decisions for their next steps.*

*I believe that it is my role as a coach to offer a non-judgemental and safe environment to undertake this task, and that we acknowledge that we are both on a "journey" where we both have a clear sense of our destination, we have a map and we will refer to this in*

*order to be sure that we are still heading in the right direction. As with memorable and enjoyable journeys, we can sometimes reflect on them as containing episodes of great adventure, discovery and peril. We may at times have reflected on having felt elated and energised by our achievements and at times we may feel tired and weary, despondent and looking for an easy route back to where we started from or taken a number of wrong turnings and felt lost.*

*I believe that as a coach it is my responsibility to provide guidance in this journey, not by leading the way, but by providing a structure through the employment of various coaching models and “tools”, and to provide a flexible respond to the individual that ensures that their coaching needs are being met to the best of my ability.”*