

CASE STUDY

## How Data Governance Coaching Helps Win Hearts and Minds

When you're implementing data governance you come across lots of new scenarios where you wish you had someone to check in with to make sure you're on the right track. This is why Volkswagen Financial Services UK's Enterprise Data Governance Lead chose Data Governance Coaching Plus. It's a flexible package of support to guide you through implementing your data governance initiative over 6 months.



Nicola Askham  
THE DATA GOVERNANCE COACH

They said: "It gives you real confidence that you are heading in the right direction, and you are doing the right things by your organisation, by the people in your organisation, and by your customers. And that you are doing the right thing with industry practice.

"It was almost sense-checking our work and pointing us in the right direction and saying, 'Yep, that's good to go' or, 'You might want to think about doing this'.

"We would book a session and say, 'this is what we're working towards', we'd get a few pointers and then we would go away, have a stab at it, and then come back and say, 'this is what we're thinking, does that look about right?' Everything we have done or any ideas we've had, we've brought them to Nicola and said, this is what we'd like to do, is that the right thing to be doing? Are we missing anything? We asked her about key mistakes she sees organisations doing so we could avoid them.

"Before I came into this role, I saw governance as a bit of a blocker, something you had to adhere to rather than something to work with. I was very keen to bridge that gap, I didn't want to say 'no' all the time. I want to be working with people to achieve the best outcome. Nicola has enabled me to do that because she's given me the confidence in myself to do that and I think that can only help data governance and the way we're perceived.

"People now want to work with us to achieve and make what they need to make. So we're having those conversations and people are getting involved. I have really benefited from it."

If you would like to work with a trusted advisor you can run elements of your data governance initiative past before you roll them out, then get in touch with me to discuss how Data Governance Coaching will help you.

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