



Selected Case Studies

- A. Achieving Results Cross-Functionally – VP of Product Development struggling to work cross-functionally after years of success in sales leadership roles.
- Solution: Coaching focused on emotional intelligence, empathy, powerful communication to influence and build alliances.
 - Results: post-engagement feedback reported improved communication style and listening skills; an expanded stakeholder base; successful cross-functional alignment; progress on critical initiatives
- B. Strategic Thinking - Leader of Customer Advocacy area had great followership but was too enmeshed in daily activities to set vision and plan, and wasn't partnering with her peers to get results
- Solution: Coaching focused on shifting to an "Executive Sponsor" role, communicating consistently and strategically at the executive level
 - Results: President's feedback praised her confidence and comfort with Executive peers; her leadership courage in tackling tough projects; delivered and executed strategic plans and tactics.
- C. Developing High Potential Talent – worked with a young leader recently promoted to a revenue generating role, grooming him to assume an office leadership role.
- Solution: Leadership development coaching focused on emotional intelligence, best practices implementation, succession planning/career management
 - Results: achieved 124% of revenue production goals and expanded his team for further growth. He was promoted and announced as successor to Profit Center Manager role, which he attained 1 year later. Client successfully led customer service, technology and marketing projects firm-wide.
- D. Executive Presence & Confidence - After a year in the role, client needed to step into role of Managing Director, growing his confidence and professional brand while developing Junior staff.
- Solution: Executive coaching focused on Professional Brand definition and communication and team development for the entire Chicago office instead of only those assigned to his projects.
 - Results: increased confidence in sales situations using new practices and behaviors that fit his natural style; broadened impact and transparency to the office without decreasing his efficiency or adding to his workload.
- E. Executive Onboarding into new role & firm – VP onboarding into new firm after 20 years in another company.
- Solution: Executive coaching focused on goal definition and alignment, stakeholder identification & communication, time management & professional branding
 - Results: engagement rated extremely successful; all onboarding and business goals achieved; client promoted within 12 months and to SVP in 18 months.

- F. Change Management & Professional Communication - Newly hired Executive Director of Economic Development charged with bringing new industry, businesses and jobs to his Midwestern County. Inherited disengaged direct reports; unemployment levels above state and national averages ; adversarial press relationships
- Solution: Executive Coaching Program focusing on stakeholder management, team development and professional branding.
 - Results: Client attracted \$100M in investment creating 1000 new jobs; developed favorable press relationships and positive coverage; earned high approval ratings from key stakeholder groups; selected by Governor to participate in international recruiting expedition
- G. Coach to the Human Resources Director at global human capital and management consulting services in executive presence; inspiring and engaging others; strategic vision and focus; and stakeholder management. Corporation was bought by another global provider midway through the coaching. Able to use Critical Incident coaching to assist client in securing promotion to corporate position with global responsibility in new merged entity.
- H. Coach to the Vice President Investment Manager Liaison Group, Banking, in communication (persuasion, negotiation, listening and presentation), collaboration and team building skills. The client made significant shifts that led to faster buy in, fewer escalations, less rework and greater employee engagement.
- I. Coach to the Directing Officer, Credit Card Services Company, in communication, listening and collaboration skills, resulting in promotion to VP level and new assignment to develop Internet channel for the business.
- J. Coach to the Director Management Reporting and Analysis, Global Finance Corporation. Client was from England doing a U.S. rotation assignment. Coached on Communication, Delegation and Team Building skills resulting in a more open, flexible and engaging style that led to higher productivity.
- K. Coach to the VP Resource Planning and Management, International Diversified Services Company in various aspects of decision making, delegation, strategy development and work/life balance while stepping into a more significant leadership role in the company during a period of off shore sourcing and downsizing.
- L. Coach the Chairman/CEO and Executive Leadership Team at a high tech manufacturing Company with 70 employees to become aware of and learn their respective Roles and Responsibilities. Coach the team in effective communication, collaboration, and team building skills using MBTI Type II assessment as a learning tool. Coach the Chairman to develop an authentic Legacy. Results include department heads creating effective training meetings and becoming more effective in resolving issues that increase team collaboration.
- M. Coach the 2 Partner/Owners of a \$20 Million Distribution Company in effective communications strategies, developing a Corporate Mission and Vision, ROI targets, creating an executive management team, and Transforming Management Culture. Results have been increased ROI, serving customers more effectively in a changing market, and the partners making significant gains in communicating more effectively.

- N. Coach the Corporate Operations VP of a large and diverse hospital corporation in executive presence, inspirational leadership, developing and communicating effective strategic plans, effective delegation skills, and creating capacity and leadership skills to succeed CEO. Client made significant gains in relating with the CEO and developing inspirational leadership skills with the Senior Leadership Team.
- O. Coach one of three Partners of an 8 lawyer (total 10 persons) Law Firm developing effective communication skills among partners, leadership skills, and growth strategies for the partnership. Also coach to develop relationship skills and communication strategies for the client and his wife and family. Today, the client and his partners collaborate in developing the Leadership Team, writing and implementing the strategic plan, and successfully adding larger clients resulting in greater ROI and cash flow.
- P. Coach to 4 members of the Senior Leadership Team reporting to owner of a multi-million dollar medical products company in the area of creating a leadership development plan, developing strategic initiatives, and effective communication strategies. Results included significant reduction of quality defects and injuries to manufacturing personnel and increased effectiveness in collaboration of the leadership team.
- Q. Coach the Owner plus Top management team plus all sections (60 employees) of a graphics design business. Administered and debriefed MBTI Type II assessments and carried out learning and development workshops to deepen MBTI effectiveness resulting in communication effectiveness among the team, and improved effectiveness with client base in their graphic design projects. Results for the owner included a more effective leadership style and communication process with all employees.