

Case Studies

Senior Regional Manager of international legal firm

In a period of diversification and change, the client was given responsibility for a region in Europe where the company was not known and had no profile, where the market was saturated & commoditised and margins were under intense pressure. It was made clear to this previous top sales performer that their job was on the line if the numbers were not delivered. In this high pressure and uncertain situation, the coaching sessions allowed the client to address fears and worries. Halina helped the client identify skills and tools to restore self-belief and confidence in order to win new business and to develop an action plan to succeed. The results were significant with a direct impact on the bottom line: margins increased by 25% and the client exceeded target by over 32%, earning the company millions of pounds in revenue. The client was promoted and moved to a different department within the business.

CEO of major UK charity

Coached client through transition into the role of CEO, the challenges of a financially difficult period and developing the corporate culture within the top team. The client began to use a coaching approach with the management team, improving co-operation and team work. As a result a high profile fund raising event was organised by the team which raised a significant sum of sponsorship and refreshed the organisation's profile. Based on this success the CEO then went on to develop successful best practice with the Leadership team.

Team of banking sales professionals

The challenge was to help this team of top achievers to improve their performance through transforming their conversations to deliver more effective communication with colleagues, managers and clients. A major outcome was a shift from unconscious to conscious competence – becoming aware of effective ways to operate and the impact this had on people and targets. At the follow up call a month later one participant reported back that it had been the best month of his career business-wise with a quadrupling of business written. Other participants gave similar reports and stressed the value of the simplicity of discovering that listening was the key to success.

Team of lawyers post-merger

Coached 18 lawyers from the senior management team post-merger in two groups. The objective was to develop a broader set of skills and approaches in their roles as appraisers. As a result the company's appraisal programme was redesigned by this team within 3 months. There was a significant shift in willingness to engage in the appraisal process; communication was improved; a greater awareness of the importance of the process in professional development was generated; and attitudes to direct reports improved – all of which made for an effective process. The outcome was that 50% more appraisals were completed on time and with outcomes and actions that had a positive impact on business development.

Head of Learning and Development of national accountancy firm

Coached client through challenges with managing direct reports as well as changes in role due to company merger. Client reported achieving 100% more confidence in the approach to direct reports. The significant insights gained included clarity over how the role could develop and the potential for choice in how that could be achieved. The result has been a split of working week between the central and regional site which has improved efficiency and generated innovative ways of working.

Senior team members of national publishing company

Coached eight members of a national publishing company in a wide range of areas including team management, the impact of acquisitions, managing expectations and perceptions and dealing with the constant pressure of being at the cutting edge of the industry and maintaining that position. This project resulted in improvements in profile perception, more harmonious team meetings, more efficient communication and reduced stress levels in dealing with constant deadlines. Production increased as a result of more effective planning, increased awareness of how teams operated and listening to what was needed in the company.

/ ...

Case Studies (continued)

Vice-President of international manufacturing company

Coached client through the integration into new role and team. The priorities were being able to manage the work load and improve people management skills. The results included sales targets being met consistently and business volume up by 40%. In addition, the client was selected for fast track promotion which subsequently led to their being headhunted to significant promotion within the legal sector in the parent company and selected for fast track to the Board.

Selected Testimonials

'My time is valuable, I do not use or spend it lightly. I value outcomes and I achieved a clarity of thinking that enabled me to change my life for the better. I recommend Halina without hesitation to any manager or senior executive seeking to resolve issues, move forward with greater vigour and personal freedom.' - **Chairman & CEO**

'It was the small changes that I made which had the most impact by making me look at what I did with fresh and very different perspectives.' - **Regional Head of Emergency Services**

'It's made me question things and make tough decisions. What was excellent was that Halina sensed early on that there needed to be some flexibility to help with work load of the senior managers. That understanding is really helpful and actually essential in my view.' - **Senior Marketing Manager**

'Halina's coaching style is both challenging and supportive and had an immediate knock on effect; she's not afraid to make you ask the difficult questions about yourself. She adapted and worked in a style that suited me, really worked for me.' - **Publishing Director & Board Member**

'I gained insights into how to deal with colleagues especially the difficult ones which I do now with confidence and authority.' - **Customer Service Manager, Print Works**

'I found my thought processes changing and wondered how Halina managed to do that. It finally sunk in and I realised that she was the catalyst and I was making those changes on my own through the challenges she offered. For those of you looking to be challenged, motivated, energised and occasionally do things that are different, then Halina is definitely the coach for you.' - **Executive, Operations Banking Sector**

'My decision-making process has definitely improved. Halina has a great questioning technique that ensures that you come up with the solutions to problems yourself.' - **Head of International Licensing, Publishing Company**

'It was time to review myself and to improve as a person as well as allowing my team to develop with me. I can't tell you the impact that the coaching process has had!' - **Senior Manager, International Business Development**

'I am surprised that my mental shift was so obvious to others. Halina's approach obviously pays dividends.' - **Regional Coordinator, Women in Management Steering Committee**

'Raising my game beyond what I thought was possible really surprising colleagues and myself I created a national and international profile within my field with the confidence to influence what happens.' - **Senior Partner, Law Firm**

'Coaching has given me a real insight into my core values and behaviour both in my eyes and those around me and allowed me to find practical steps to modify my approach and behaviours to maximise my impact and be more effective as a manager. My team and colleagues certainly noticed the difference!' - **Board Director, Publishing Company**

/ ...

Public Speaking and Workshops

Halina has been a guest speaker for: the Chartered Institute of Management's Women in Management South West; Business Women West; Lloyds Banking Group's Breakthrough Network; Association of Women in Management; Association of Women in Property; London's City Business Library.

She has developed and delivered half-day and full-day workshops for organisations including: Gregg Latchams WRH; Lloyds Group Sales Professionals; Lloyds Banking Group's Breakthrough Network; Association of Women in Property; Women in Management. As part of an associate team she has co-delivered a coaching skills programme within the aviation industry.

Professional coaching contributions

Halina is a proactive member of the professional coaching community both internationally and in the UK, using this as an opportunity to enhance the skills of the coaching profession and to keep her own skills and knowledge up to date for the benefit of her clients.

From 2008 to 2013 Halina was a member of the International Coach Federation Assessor team for ACC level of Credential helping ensure a high standard of credentialed coaches within the profession.

She has been South & West organiser of Hot Coaching Topics conferences since 2009 creating opportunities for conversations to take place between internal and external coaches, buyers of coaching, those from organisations interested in finding out about coaching, coach training organisations and coaching organisations on the current hot coaching topics.

Halina was a member of the International Coach Federation Global Conference Sub-committee for the 2008 Conference Montreal, working with team of 4 colleagues to design sessions, engage and brief presenters and ensure the smooth running of sessions within the context of the whole conference. The programme was new and proved a significant success based on the number of participants for each session.

Working Together

As a full member of the International Coach Federation [ICF] and an ICF Professional Certified Coach, Halina subscribes to the ICF Code of Ethics.

Once the scope of the coaching is agreed, this is put into a written contract. Should changes be necessary once the coaching has begun, these would also be confirmed in writing with the individual client and, as appropriate, their employee.

All assignments are conducted in strictest confidence. Both Halina and the client sign confidentiality agreements provided on contract. All assignments are subject to an initial chemistry meeting or conversation to ensure that the coaching approach will be beneficial and suitable for clients.

To discuss how

Halina Jaroszewska

can help

please call:

07718 658909 (international +44 117 927 2276)

or send an email to:

halina@halinajaroszewska.com