

CASE STUDIES – headline summaries

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 previously a 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 into a different department and the rest is history.

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 teamwork. As a result, a high-profile fund-raising event was organised by the team. This event 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, 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, perceptions, dealing with the constant pressure of being at the cutting edge of the industry and maintaining that position. 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 by more effective planning, increased awareness of how teams operated, listening to what was needed in the company.

Vice-President of international manufacturing company

Coached client through the integration into new role and team. Priorities: being able to manage the workload 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 being headhunted to significant promotion within the legal sector in the parent company and selected for fast track to the Board.