

Leadership Team Coaching Case Study

Challenge

Repairing conflict and communication disputes between leaders can be challenging. We were asked to work with three Directors of an executive recruitment company to uncover and rebuild their fractured relationship.

As part of this, a coaching goal agreed was to ensure their communication issues were resolved through open, honest discussion. Our clients were ready to confront and deal with their issues with our help, support and care.

“There was a lack of understanding and empathy for each others point of view.”

Collaboration

Our coaching discussions with the leadership team were held in a safe, supportive environment. Our aim was to encourage individual perspectives and views to be shared. Together we:

- Identified and explored personal feelings and emotions.
- Discovered individual strengths using Strengthscope™.
- Restored respect and value for each individual contribution and their approaches.
- Understood and applied distinct leadership styles, priorities and motivations to increase leadership impact.

***“How do we get the best out of each other?
Who’s going to be the most effective for this task?”***

“We opened up our thoughts, feelings and perceptions about each other.”

Change in Self

- Shifted from our reactive to proactive responses.
- Improved our management and leadership skills.
- Reframed our thinking, considering individual perspectives and views.
- Introduced and built our active listening skills.
- Learned to filter feedback, manage our responses and adapt our communication styles.

Change in Relationships

- Resolved our conflict through understanding and appreciation.
- Recognised our individual skills and strengths, allocating tasks accordingly.
- Shifted from individual thinking to joined up leadership.
- Developed our trust, understanding and empathy.
- Learned to respect our boundaries.

Impact

The overall impact led to improved decision making across the leadership team. Individual and team performance was enhanced. All three Directors felt more supportive as leaders to each other and to their team.

The result is a positive working environment, where concerns are resolved calmly and effectively, and the business is now heading in the right direction.

“We are better managers, better leaders. Everything changed fundamentally.”