



The Ripple Effect of Increased Self-Awareness

How listening and raised self-awareness increased employee engagement

Role: Leader of team in the utility industry

Situation at Start: Derek was struggling with communication and how his employees related to him. He had one disengaged employee and sought to learn different ways to communicate and engage with his team.

Solution: Through leadership coaching and training, Derek worked on his blind spots. Specifically, how he engages with his team when under stress. He worked with his coach to transform his ability to listen and connect with team members.

Personal Transformation: Derek's biggest insight was his own self-protective strategy- the way he leads when under stress. As a result, he began to sit back and listen more. He focused on repairing the strained relationship with his employee.

Result: The overall team dynamic improved. Derek repaired the relationship with the strained team member, resulting in greater performance. Efficiency went up and the team was getting work done in a more productive way. With their team working more smoothly, they were no longer holding up projects or causing undue delays.

Financial Pay-Off: By listening and being aware of his own behaviors under stress, Derek increased team engagement. A standard project that had previously taken them 2-3 weeks to complete was now getting done in a week. This resulted in a \$21,632 cost savings on this one project alone.

“I have improved the team dynamic because of my generous listening with one individual I had a strained relationship with. By having that one person step up, we are now saving one week of time on all projects that used to take us 2-3 weeks to complete”

-Derek J.

ROI data presented is sourced from impact studies conducted by Henley Leadership Group on programs and coaching engagements. Names have been changed; details of the organization have been disguised to protect the identity of the individual and the organization.