

Coaching Case Study

Becoming Self-Aware to Enhance Leadership Impact

THE BACKGROUND

- International cruise line company based in Florida
- Director, Consumer Public Relations

THE CHALLENGE

- Presenting issues included a lack of behavioral awareness on the coachee's part and the impact on peers, direct reports and leadership

THE OBJECTIVE

- 360-feedback process and DISC Workplace assessment to understand self in relation to others
- Develop greater awareness of impact with peers, direct reports, and leadership
- Improve body language and become more self-aware of interactions with colleagues
- Strengthen leadership profile with peers, direct reports and leadership by focusing on communication and perceptions of others

THE SOLUTION

- Coached to recognize when to not voice an opinion and fight the battles worth fighting
- Work on slowing down to speed up
- Enhance self-aware of body language and facial expressions and self-manage the urge to show thoughts in body language
- Communication is the cornerstone of great leadership. Focus on listening more and speaking less
- Model what strong leadership looks like at the next level

THE OUTCOME

- Coaching practice has resulted in client's change in attitude to being much more positive and approachable even during stressful situations
- Colleagues have commented they notice a change in coachee's behaviors
- Coachee has improved listening and made it easier for team members to speak up and contribute
- Coachee has communicated her development areas with others, often referring to her efforts to improve
- Coachee has demonstrated more gratitude for the work her team delivers, which has inspired higher levels of team performance