

CASE STUDY

written by Halina Jaroszewska from feedback given by the client

The Client: The Coach Initiative works with not-for-profits worldwide providing pro-bono coaching programmes for their leaders. The Coach Initiative draw from a bank of experienced, credentialed coaches matching them carefully with each leader. This particular assignment for me was with a newly appointed Country Director in the Far East for an international not-for-profit organisation – Search for Common Ground.

The objective: To support a newly promoted Leader develop a brand and style of leadership that is effective, engaging, developmental and inspirational that works because it is that leader's personal, authentic brand.

The plan: The weekly one 2 one coaching took place over a 17 month period in 3 tranches - 3 months initially; an extension of 6 months specially requested; finally a review and forward planning of 1 month. An Integrative Coaching Approach based on the International Coach Federation's Core Competencies was used always working with the client's material in order to achieve sustainable results for the client .

The specific areas identified by the client to address were: better organization and time management; improved listening skills and sharper leadership vision.

The Coaching experience: The client rated the coaching experience as excellent in terms of their ability to fulfil their mission and said 'I was able to improve my communication and constructive listening which has in turn improved office culture and my ability to give and receive feedback'. Furthermore 'I've developed better meeting policies and practices. I have a clearer and more pointed schedule. I manage my time more efficiently. I am calmer under pressure. I have better feedback mechanisms for staff.

The process: Halina is very good at asking the right questions that enabled me to find answers to the problems I was facing. She was very professional throughout this process and went out of her way to provide me with feedback and suggestions outside of the scheduled times. Her coaching ability is above average. Her professionalism is excellent and her communication skills are above average.

What happened and the results:

- 1. Improve my leadership style and approaches:** Halina improved my awareness of the art and science of leadership. This is something that had not been provided by my employee and as a young and first time Director I really appreciated this schooling. The coach invited me to choose and explore people who I thought were great or inspiring leaders and then we would review aspects of individual leadership skills that I could apply. We engaged my passion for marathons and triathlons and used the techniques, skills, insights and understanding to see how they might apply to my personal brand of leadership.
- 2. Improve my leadership & communication skills** like listening positively, soliciting feedback, making priorities and scheduling affectively. Halina coached me to recognize the skills that I already possessed to become a leader. This led to discussions with others in my organization about leadership styles, challenges and practices. The organisation of my time has improved vastly. My ability to listen and communicate to staff in a calmer way when under pressure has improved.

In Conclusion: As a whole I now have a personal blueprint for successful leadership. My coach also coached me to put these skills into practice and to monitor and update my leadership progress. Coaching me enabled me to transform my team and achieve our objectives and financial targets beyond expectations. My confidence as a leader developed significantly.

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