



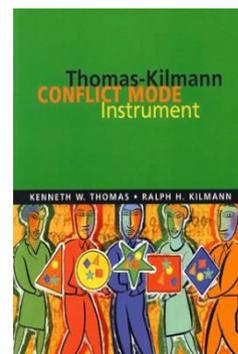
## Case Study – Coaching Technical Leaders

### Assignment

Coaching members of a technical management team at a Global Insurance Service firm. The organisational aim of coaching was to support contribution to leadership, motivate others to deliver new organisational strategy.

### Approach

- Following chemistry checks clients chose me as their coach. All had gained promotion through highly specialised technical expertise.
- Goals included **change management** – the organisation was experiencing constant and profound change.
- This change involved moving to a more commercial business arrangement, so our work also included developing **entrepreneurial leadership skills**.
- The final strand around leadership was an emphasis on **strategic leadership**.
- The engagement started with a three way contracting meeting with clients and their managers. Line managers also attended for 30 minutes half way through the engagement and at the end.
- Following monthly, two hour sessions, I created an online folder for each client with a portfolio of materials tailored for their needs; built upon monthly.
- Between sessions, clients could contact me for ‘laser’ coaching; 10 minute tele coaching before critical presentations or meetings or by email
- Questionnaires helped meet specific needs, including Emotional Intelligence and Conflict.





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## **Results**

- At the end of the project, clients rated their attainment of their coaching goals at 8.5 out of a notionally perfect 10. This represented a 59% uplift in their perception of their progress, compared to their initial ratings.
- Final session client ratings on my level of support, challenge and focus on **their** goals was 98%.
- Series average on level of commitment to implementing their action points was rated at 90%, and series average on level of commitment to continuing the programme was 94%

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## **Sample Client Comments**

"I chose to engage Angela during a period of transition in our business. Angela's excellent business acumen & personalised approach immediately builds trust and confidence in her clients, enabling clients to focus on key business deliverables and their own contribution towards achieving personal & business goals. Working with Angela has been an exciting and highly rewarding experience. A number of new skills & techniques developed through her insightful & empathic coaching. I look forward to the future with an enhanced sense of purpose & focus. An exceptional & inspirational career coach who would benefit any business and their most valuable asset." **Chief Adjuster.**

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"It was immediately clear to me that [Angela] intuitively knew how to get best results. Each session brought tangible improvements and I left feeling positively challenged, thinking differently about how to make further advances. This different thinking has become a way of life which I plan to maintain. I have become more effective and confident in my role as a manager. I have learnt new skills such as coaching my team which I have put into practice. The impact is evidenced by significant improvement in my emotional intelligence scores by feedback from others." **Technical Claims Manager**

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