

Case Study: Leadership Coaching

Our help transformed Emma from struggling with clients to winning the Customer Service Excellence Award.

»»» Here's what she had to say about our work:

I really enjoyed our coaching! It really gave me a fresh perspective. Everyone has been giving me advice on what to say. But no one has addressed the root cause that I don't want to say anything. Now I feel much more confident that I can deal with rambling clients. Angela and Mark just told me to not ask that many questions. Paul told me to use the templates in the training guide. Susan said I needed to be more aggressive. I genuinely didn't feel like their advice worked for me but yours made a lot of sense.

Premise:

Client Name: Emma Harper

Role: Service Delivery Associate

Industry: Customer Service

The Problem:

Despite extensive training, her challenges fell in the areas of:

- Being assertive with clients -- Her attempts at being assertive led to aggressiveness
- Managing escalations
- Drawing boundaries
- Poor performance and constant client escalations
- Severe burnout

The main objective was to uncover and overcome her self-limiting mindset and improve her confidence.

Most of the coaching focused on reshaping Emma's thought process that:

- 1** Discovered Emma's issues arose from a misconception about empathy and rapport.
- 2** Reshaped her understanding of empathy through mindset coaching.
- 3** Helped her learn to express her concerns assertively to her trainer and manager.

In short, the process helped her understand that self-evaluation of her actions, feelings, and thoughts was key to improvement.

The Result:

Emma saw these changes:

- Better relations with her trainer and manager.
- Decreased workload due to clear client boundaries.
- Enhanced customer satisfaction from focused service.
- Took ownership and started enjoying client interactions.

"I feel much more confident. I went from having the worst customer service on the team to winning the annual Customer Service Excellence Award."

Would you like us to help you boost your performance, too?

Click here to invest in our Leadership Coaching services

[Book Service](#)

If you would prefer to speak to us about our services first, click here to schedule a consultation call with us.

[Call Us](#)

