



## Case Study: Leadership Coaching

Our help enabled Jenna set a high-performance culture with better work-life balance, after struggling for years.

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

*In the very first session, Fatemah Mirza helped me point out the key pain point. In the following sessions, she helped me create step-by-step action plans that I rolled out to immediate effect. I finally saw where I lacked as a manager and knew exactly what to do to fix these issues. As a result of her help, I cut a lot of bloat from my team, uplifted teammates who were demoralized, and established a very high-performance work environment – all WITHOUT burning out!*

#### **Premise:**

**Client Name:** “Jenna Morgan” (fictionalized per request)

**Role:** Training Lead

**Industry:** Customer Service Management

#### **The Problems:**

- Team demoralization and underperformance
- Setting boundaries so she wasn't working crazy hours or doing work outside her job description
- Burnout (stemming from the team's underperformance)

**The main objective was to help her improve team management practices while sustaining a high-performance culture.**

Our Leadership Coach helped Jenna to assess her training and team management approach. Following the coaching, Jenna:

- Bridged communication gaps to address team burnout.
- Defined outreach boundaries.
- Enforced underperformance issues.

## The Results:

- No longer was she being asked to do work outside her job description by teammates **she wasn't even working with!**
- Her hours dropped from 60+/week to 35/week.
- Her team's performance improved dramatically, and her subordinate went on to win Employee of the Month the following month.

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

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

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