



Case Study: Leadership Coaching

With our help, Felicity improved her team's morale and performance along with her own work-life balance.

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

I loved the approach Fatemah adopted by conducting a super collaborative session: she started by asking me all the questions that I have been avoiding asking myself so far; encouraged open discussion; and employed a "let's find a solution" approach. As a result, she helped me identify what management characteristics I wasn't practicing, how I could include them in my goal setting, and how to effectively coach and give feedback to my teammates. I am on the road to reversing my team's output and I can already see a big difference. Personally, I also feel much more confident about my leadership capabilities and team interactions. I highly recommend her services to anyone who is struggling to keep up team morale or about to lead a new team.

Premise:

Client Name: "Felicity Smith" (Fictionalized per request)

Role: Senior Team Manager/Department Head

Industry: Operations Management & Training

The Problem:

Felicity's challenges were in critical leadership areas, including team morale, productivity, and work-life balance.

Thus, her team was struggling with some service delivery changes.

The main objective was to help her uplift team morale while achieving a high-performance level.

Our coach helped her improve her leadership capabilities via personalized action plans. Through the coaching, she developed action plans for:

- Open communication with team members.
- More independence for senior team members.
- Long-term team engagement and retention initiatives .

The Result:

Felicity was able to drive:

- **Doubled team productivity** with renewed morale.
- More solution-oriented approach for collective growth.
- Improved leadership-employee relationships.
- Service delivery improvement & higher customer satisfaction.
- Less firefighting and **better work-life balance**.

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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