

EXECUTIVE COACHING ENGAGEMENT

Goals and Outcomes

Through this Executive Coaching engagement, the coachee was initially focused on developing key strategic competencies, including systems thinking and strategic insight, to ensure appropriate advancements in technology and process/operational standardization. The coachee found this approach necessary in order to inform long-term strategic priorities and ensure that short-term goals were not only integrated into the day-to-day operations, but also executed successfully.

Using a creative and innovative approach, the coachee was able to achieve, and leverage, one of the top operational certifications as a means to drive credibility and garner respect across the leadership team. This represented a pivotal change, as the initial feedback during intake found that several members of the leadership team did not “appreciate her style” and did not think that the coachee understood the expectations of him/her as the Chief Operating Officer.

As a result of the coaching engagement, the coachee had tremendous success in shifting the perception of him/her across the leadership team by building trust and adopting new strategic and operational behaviors. While collecting qualitative input at the close of the engagement, one leadership team member said, “It is clear the coachee was the right candidate for the job and he/she is definitely operating at COO level now. In fact, I would equate his/her demonstrated competence to that of a pilot that just landed a plane in moving traffic.”

Position/Title:

Chief Operating Officer

Industry Vertical(s):

Healthcare

Coaching Focus

- Develop key strategic competencies necessary to meet/exceed expectations and be successful in role
- Shift perception of coachee across the leadership team
- Create an organization that functions through operational excellence