



## CLIENT: SENIOR DIRECTOR PROFESSIONAL SERVICES FIRM

- 6 months of coaching (24 hours of coaching)
- Individual with the firm 13 years

## ALTERNATIVE TO COACHING/PERFORMANCE IMPROVEMENT

- Negative feedback was received from team surveys.
- If no improvement, individual may not advance to Partner
- May be counseled out (1-3 years) if no significant improvement

## RESULTS OF COACHING/RETURN ON INVESTMENT (ROI):

- Senior Director determined to be back on track for Partner
- **Productivity increased 67%**. Actual billable hours increased 21% during this period resulting in increased revenue of \$163,800
- Across the 14 Factors (see chart on Page 2), **thirteen increased at least 25%** while "Health & Wellness" (stress) **increased 100%**.
- Conducted Stakeholders meetings to isolate the impact of Coaching on increased billable hours. Group concluded that the increase in billable hours/actual revenue during this six month period associated **solely** with behavioral changes as a result of Coaching was \$47,502
- Cost of Coaching = \$8,000

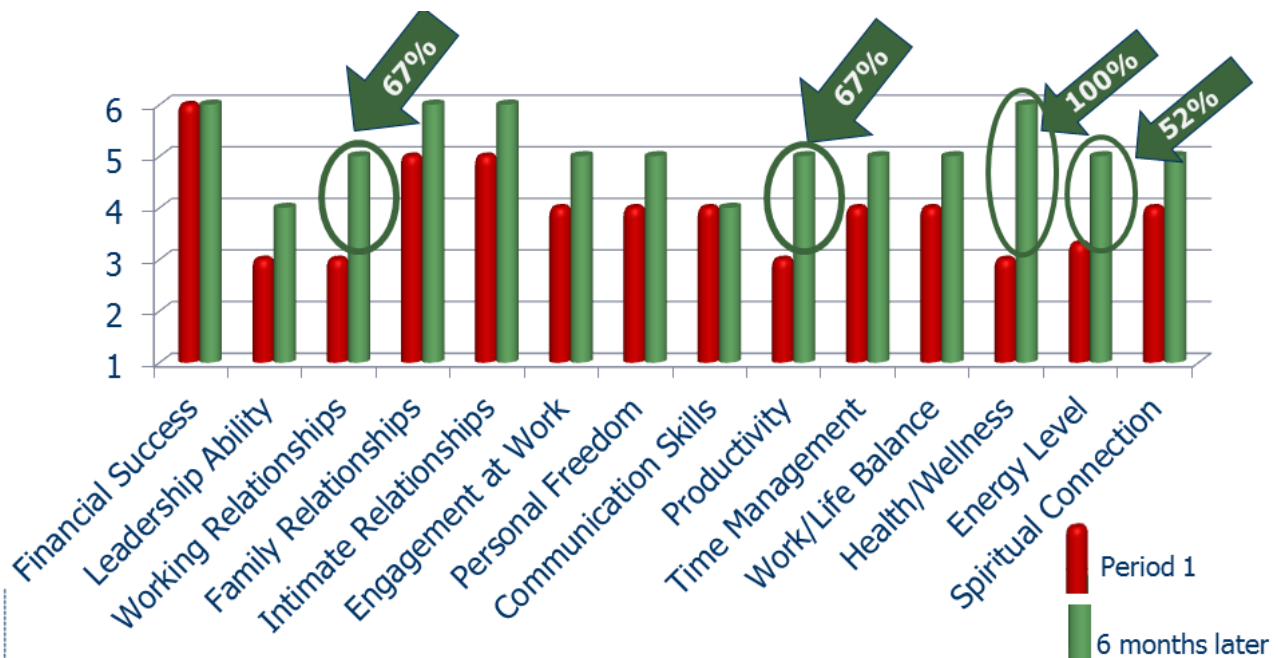
## **ROI was therefore 4.9 to 1**

**ROE** (return on expectations) was "**off the charts**" according to the client and the sponsor. "We would have never predicted such significant changes as a result of this program."

## ANECDOTAL INFORMATION:

- Client describes self as introverted and not comfortable meeting people for the first time. Also “sales adverse” – not comfortable with business development activities.
- Originally, Partners felt his leadership style **was** negative, demanding and inspired more dissension than collaboration. After coaching there was a major shift towards a more engaging, empowering, acknowledging and supportive style.
- Client feels significantly less stressed and far more energy despite long work days. Believes in providing solutions and not selling now.
- Peers commented that they see a major change in client’s communication style – far less judgmental and far more “opportunity focused.”
- Managing Partner sees a change in his level of self-confidence. His teams seem to be equally more positive and really “charged up!”

## SUCCESS FACTORS (PRE-POST COACHING)



### Legend:

6 = Completely Satisfied

5 = Very Satisfied

4 = Moderately Satisfied

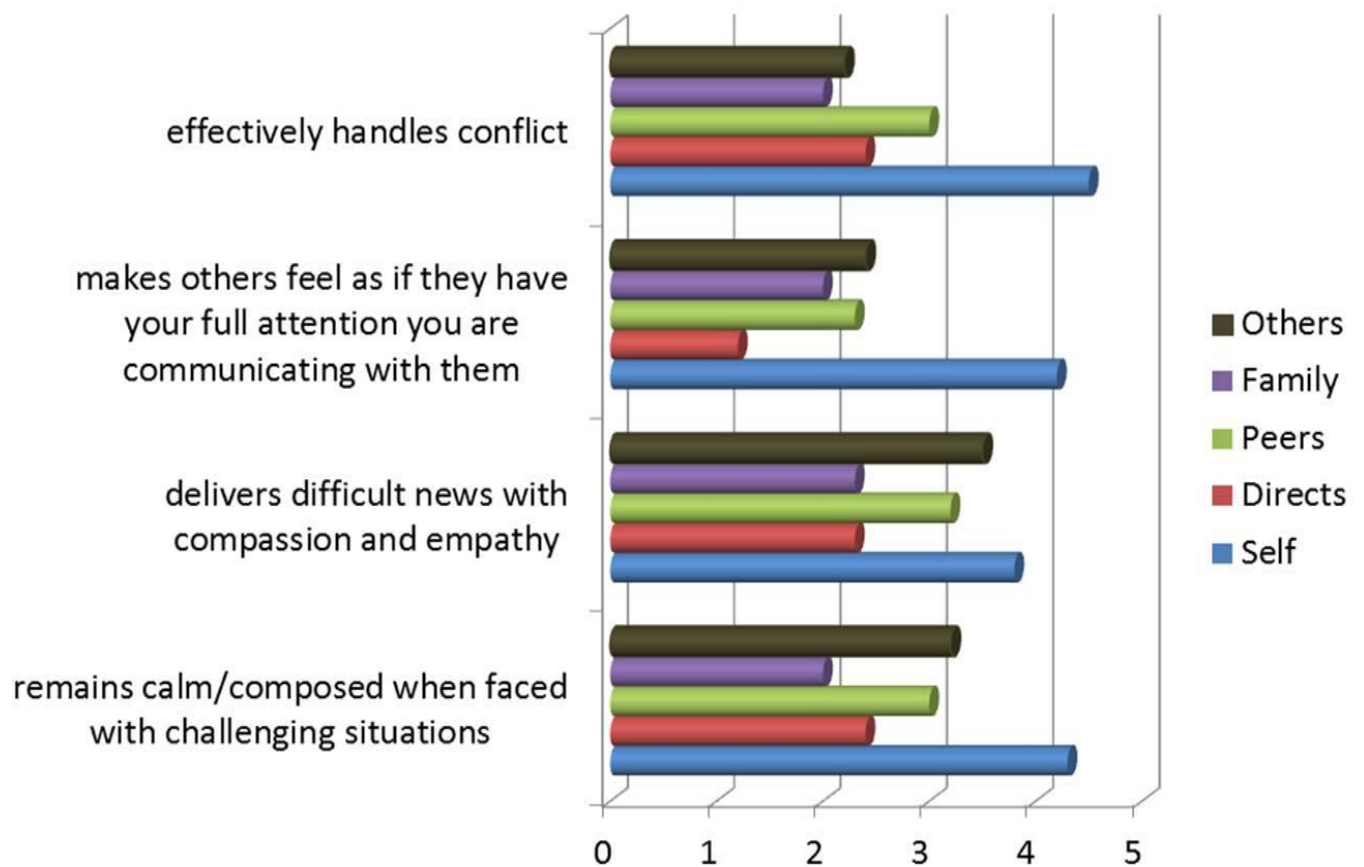
3 = Moderately Dissatisfied

2 = Very Dissatisfied

1 = Completely Dissatisfied

Using the optional, multi-rater assessment tool, up to 30 “others” can provide detailed feedback across 36 leadership competencies. This option provides valuable data across multiple viewpoints. The gaps between the “Self” and other viewpoints help provide input into the development plan that drives the coaching program. Below you will find a brief sample from that report.

## Sampling of the 36 Leadership Competencies



From the Energy Leadership Multi-Rater Assessment Report