



HunterRockhold

Case Study: **Coaching Leaders**

Improved leadership team collaboration and communications

"In 24 years, I have not had a meeting that meant more to me, nor have I left a meeting with such optimism. I have Barbara to thank for that."

CEO, IT Training Company

Client Situation

The four-person leadership team at an IT training company was struggling to work together cohesively. Two team members were disgruntled about the contributions of one of their peers and frequently complained to the CEO. The CEO asked Barbara to help the team mature and work together more effectively.

Approach

Barbara **interviewed each of the team members** individually to identify their issues and concerns. Based on this assessment, she **planned and facilitated a one-day meeting** to address team issues, create a more open environment for discussing differences, and establish clear agreements about how they wanted to work together. After the meeting and during the following year, she provided **individual coaching for team members** to help them develop more appropriate behaviors and ways to address their concerns.

Results

This focused and continuing development produced a team able to have more **open, honest communication** with each other. (One team member transitioned out due to his inability to uphold team agreements.) The result was a **high-functioning team** whose energy was shifted from disagreement to collaboration and getting work done.

About Barbara Hunter

Barbara Hunter is an executive coach and organizational development consultant whose business insight and engaging style have combined to create sustainable change in individuals, teams and organizations for over 20 years. Her clients range from small regional businesses to global companies. These companies include a wide range of industries—pharmaceuticals and research, education, computer networking and telecommunications, automotive, and utilities. For more information, visit www.hunterrockhold.com.

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