

Emotional Intelligence Coaching – CASE STUDY

Client: A leader in a mid-size, not-for-profit organization

Concern at one coaching session: Ongoing conflict between 2 team members; client attempted several times to resolve unsuccessfully

Coaching session outcome: The client and Kim brainstormed and practiced strategies for negotiating and resolving conflict. Using points from their discussion, the client decided which approach would work best in her situation, honed her strategy and used it with the 2 team members.

At the next coaching session, the client and Kim debriefed and she shared her success story. The client had facilitated a meeting between the 2 team members, drawing a pie chart on a white board to depersonalize the situation. She asked them to help her fill in their "need to haves" and "nice to haves" until the pie was full. Both team members had to give and take, yet they both walked away feeling confident in the solution. The client was delighted!