

When a highly experienced manager questions why his approach with people is leading to conflict a **balanced coaching programme** enables immediate results.

Results:
During the programme, the manager gained a large division of a newly acquired business to integrate with his existing operational team. The manager successfully achieved this within 6 months and without any conflict.

Taking High Performance Higher

► The Challenge

After many years of successfully managing people, operations and contributing to the board, a high performing senior manager's frustrating experience brought about by poor performance, generated so much tension and strong conflict well beyond his natural boundaries he recognised the need for rapid action. The manager requested discrete, professional support before it became too late.

► The Solution

To help remove tension and introduce new approaches, Alan Sneddon Consultancy completed an intense analysis session to determine potential causes and prior learning before implementing a programme based on our Sustaining Behavioural Change Model™. A "boost" to his toolbox of techniques was required to bring about changes in behaviour and elevate the manager's level of confidence. Over 200 techniques were introduced during the 12 month programme. Specific approaches included:

- Understanding personal style and techniques to adapt to other people's style to obtain desired outcomes.
- Emotional Intelligence for communication.
- Adapting strategies for dealing with people.
- Developing strategies for restructuring, redeployment and retirement.
- Interventions to reduce tension.
- Techniques to improve team performance.

► The Results

As a result of Alan Sneddon Consultancy, the executive manager has experienced a number of positive outcomes, including the following:

- Gained a 50% increase in personal effectiveness through a clearer understanding of his own and his teams goals, to meet common understanding of how best to take things forward.
- Feels better placed to tackle new challenges in a changing environment without intimidation.
- Stopped hiding his feelings, bottling everything up and being reticent in saying what he feels and thinks.
- Gained immediate results initially in the area of conflict and then his wider team.
- Reduced personal tension and is more confident.
- Reached successful outcomes by effectively using new techniques to influence the board, his teams and individuals.
- Established new goals and objectives leading to improved performance.
- Gained a personal insight into his poorest performers and supported them in removing personal barriers to life changes.

