



Inflection Point Coaching

Helping Leaders align passion to purpose!

Coaching Case Study:

Influencing Multiple Stakeholders

The Background

- The organization: High-end Resort and Managed Services company
- The Coachee: Resort General Manager

The Challenge

- Coachee recently was removed from previous GM position at another company
- Was experiencing a crisis of confidence in new role while needing to influence and manage multiple critical stakeholders

The Objective

- Regain confidence and access the core of his leadership
- Perform well in his role for VP in the managed services company, while simultaneously keeping a very involved resort owner engaged and satisfied with progress
- Enhance executive presence in the resort to lead disparate teams
- Execute on critical decisions to move the business forward, especially during a pandemic

The Coaching Engagement

- Coach facilitated a values exercise for the coachee to discover and access his core values that provided strength and meaning in his role
- Role-played crucial conversations with staff leaders and stakeholders
- Provided articles and homework to reinforce concepts
- Explored delegation and accountability frameworks to lift leadership to the strategic level

The Outcome

- Coachee was able to execute on crucial decisions, replacing existing chef who was not performing
- Coachee displayed confidence and executive presence
- Coachee created buy in with resort owner to expand services and build high-end spa
- Coachee delegated tasks and responsibility to his leadership team, freeing up time for strategic leadership and projects