

CASE STUDY: National Insurance Provider introduces their senior leaders to new productive habits through deliberate, proven practice.

Our Client

Victor Canada is a leading managing general underwriter, with a rich history in specialty insurance.

The Opportunity

Equip senior leadership with coaching skills by introducing them to a proven framework and shared language to boost organizational coaching capacity and impact culture.

The Solution

Our client partnered with The Coach-Like Leader™ to transform day-to-day behaviors and conversations between senior leaders and their teams.

Learning The Coach-Like Leader Method®, provided these leaders with proven steps to conduct everyday coach-like conversations. This helped them to better identify areas that truly needed their focus versus challenges that were better solved by team members.

Through deliberate practice such as coaching demonstrations, spotlight coaching and coaching exercises, participants were able to fine-tune their coaching skills and support each other to solve 'real life' organizational scenarios.

By increasing its senior leaders' coaching capacity, the organization was able to shift towards establishing a coaching culture.

The Results

Overall, senior leaders became more coach-like, positively impacting their teams and company culture.

Key program outcomes:

- ▶ Participants saw the inherent value in coaching conversations to help build autonomous teams.
- ▶ Management behavior shift from 'telling' and 'giving advice' to 'asking and empowering' by using empathetic curiosity.
- ▶ Senior leaders enabled to focus more time on strategic initiatives.

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I really appreciated seeing the positive results from coaching my team.

My coachees are much more confident using the skills they have to problem-solve ... and all it took was asking powerful questions and listening with an openness and curiosity until they found their own solutions to everyday work problems.

Their success is my success and our business benefits from the positive results.

- Holly Murphy, Head of Retiree Benefits, Vice President, Victor Canada