# Success Stories

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| **Author** | Isabel Einzig |
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# How do you view success?

### Money, Power, Achievement, Happiness, Fulfillment?

Success is different to different people.  There will always be people with more money, more power, more achievement, more happiness, more fulfillment.  What you can consider  as success is **self satisfaction**. If you can achieve self satisfaction, you will find relief from stress and that "extreme drive" that can eventually burn us out.  At the end of our lives we say: What was my purpose?  Was it all worth it?

## When you consider coaching, consider an end goal of self satisfaction.  You will know what that is when your accomplishments have created something that is meaningful to yourself and others.

## View some success stories from clients who were coached by Isabel.

### The following summaries are indications of success resulting in self satisfaction.

Client 1: HR Director *"Working with Isabel has made a difference in my professional life.  It has made me  a more effective leader in the organization.  All see a more considerate, balanced, and constructive leader with a high level of commitment and energy to get the right things done in the right way."* James was the director of Human Resources at an outsourcing call center.  He stated he had 13 reports who were unskilled and low paid due to budgetary constraints.  He has confidence in 40% of his staff.  A trainer was hired, but did not produce the results needed to empower his staff.  James believes in collaboration and discussion, however for efficiency he does the work rather than empowering his staff who he feels are not ready to take on certain tasks at this time. **Key Focus Areas for Coaching**: James is frustrated with the lack of assistance he is getting from the organization.  He would like to understand how HR can become a profit center to demonstrate the need for better skilled workers.  His goal is to gain more leadership skills to be able to empower and increase the output of his staff.  James is responsible for recruitment, training, employee benefits, etc.  He would like to gain more confidence in his performance. James' values  are those of integrity, compassion, achievement and helping others. **The developmental goals** set out for James were: empowering/delegating; asking for feedback as well as giving feedback; slowing his pace; listening with presence; authenticity to develop trust; looking for possibilities in his staff; and to find time for self satisfaction away from the office. **Success could be measured by** James showing more presence in listening to his staff which will lead to more collaboration and output.  Asking for feedback will develop a sense of trust among his reports and demonstrate his desire to work with them. Getting feedback from the staff will give him some context to use in management meetings.  Developing a plan for relaxation and recreation away from the office will give him something to look forward to and rejuvenate him to become more aware of what his staff needs from him. **Learnings:** After powerful questioning, James realized he was more interested in seeing the company grow than the company was.  His frustration was about his values not aligning  with the organization's values.  Integrity, honesty, and trust was not part of the company's profile.  He saw this as an underlying problem and wanted to risk addressing it.  What would he need to take this step?  What would he need from his staff?  What would he need to do to prepare for a meeting to discuss the trust issue to empower his staff to give feedback? What were the goals for himself and the out put of the meeting? **Achievement** Through self observation techniques, James realized that rather than listen to the needs of others, he made assumptions and took over the conversations.  Listening  with interest was now a major aspect to work on. He had to develop trust among his reports before he could consider them giving feedback.  His working on authenticity would give them the opening to see James' desire to want their opinions. James was able to exhibit leadership presence whereby motivating his direct reports to offer suggestions and honest opinions that would be beneficial to the team and the organization in total.  They felt valued and inspired to work toward far reaching goals.   Client 2  Director of a Physical Therapy Center *"Working with Isabel taught me to use my organizational skills and focus on reaching short and long term goals.  I now find myself more efficient and have obtained skills to motivate each staff member. Isabel has taught me how to set a plan and make it happen.  At the same time I have learned how to bring out the best in my staff and our department*." Anita is the director of a physical and occupational center.  She overseas 1 clinicians and 2 support staff personnel.  She is responsible for updating changes in practices, billing and insurance as well as setting up in -service meetings for further education of new advancements and techniques.  She is responsible for hiring and firing.  She also creates procedures to prevent patients from being overlooked in the system. **Key Focus Areas For Coaching:** Anita would like to develop a plan to better  the patients when other clinicians are not available; meet the needs of the patients and the needs of the clinic's financial goals with out compromising the patients' care; keep up to date with therapeutic changes and clinician's skills; prepare to open a new clinic for the orthopaedic associates that own the center, and find a way to cover all added responsibilities.  **Developmental goals** specified were: Show more leadership presence in providing recommendations to the doctors, improve efficiency in the physical therapy group by trusting her staff to become a resource, manage her staff's performance and challenge them to develop their own ideas for department needs through empowerment and incentives, learn to be clear, consistent, and compassionate in interacting with her staff. **Success could be measured by** Anita developing theirconfidence to challenge her staff, embrace her desire to become more active in overall company goals, and by gaining the recognition that she is in fact the leader with a vision for her group and the entire organization. **Learnings:** With self observation exercises, Anita was able to see how people reacted to her when she made requests. Did her requests ask for commitments?  We discussed how language, tone, verbiage, and delivery can create the result you want or do not want.  We discussed how to take a negative response and have people look more at possibilities toward solutions.  Anita was now aware that her requests were not declared with authority and in some cases were left open ended.  In developing more confidence, body language was also a part of the delivery of presentations and requests.  Being aware of this helped Anita become authentic and self confident. After using playing an instrument as a metaphor, she said, "I guess all I need it practice." **Achievenment**: Anita developed herself as a credible leader; She was able to use techniques from our coaching sessions to coach her reports to be more effective listeners, facilitators and team players.  her strengths came through and her self discipline and awareness brought her to a new place.  She had had it all.  It just had to recognized by her through coaching.   Client 3  Owner and president of a government contracts company *"Isabel helped me identify my strengths and weaknesses as a leader and showed me how to apply them toward difficult situations I face with my staff and clients.  The coaching sessions were invaluable to my professional growth and instrumental in preparing for the next phase of corporate growth."* Andrea is the present and owner of a small contracting company doing 95% business with the Federal Government. She has 4 employees in house and 10 managers in the field overseeing their reports.   Andrea is responsible for carrying out daily business decision making, fielding problems from her out of office staff,  hiring and firing, final accounting procedures, reviewing proposals, as well as developing an exit strategy with selling her business in mind. **Key Focus Areas for Coaching:** Andrea knows she has difficulty empowering her in–house staff since she feels they are not capable of higher level tasks.  She is trying to manage her outside managers to have them document issues with personnel, but feels, since they are a blue collar work force, they do not have the appropriate knowledge or sophistication required to manage others.  We must work on trust and respect and training when necessary.  Andrea is trying to develop an exit strategy, but her ethics are getting in the way since her staff has put their trust in her.  She is afraid that they would feel as if she let them down if she sells the business. Is selling the business right for her now?  What is needed to establish a better business model for the future sale so all feel included in the process? We discussed **developmental goals** such as: looking at possibilities in her staff's output**,** noticing her negative judgement of her staff's performance to be able to turn it into  a feedback  session to gain insight to address teir needs,and giving up some control so she could empower her staff to handle daily activities that can be delegated by Andrea to others. **Success can be measured by** Andrea her becoming aware of her negative conversations in her mind.  By noticing this she can start to use constructive criticism for others to learn rather than dismissing ideas that do not work in her thought pattern.  When Andrea can leave her office and see that tasks can get done effectively,  she will see that she has empowered her staff to think for themselves or desire to go that extra mile.   When Andrea is open to feedback, she will learn from others and be able to extend her client offerings knowing she has reputable individuals to carry out necessary tasks. When all staff members know what their job description entails and can perform effectively in an empowered state, with confidence, Andrea's goal of trust will have been met. **Learnings:** Andrea realized that she needed clarity of purpose for her staff's daily work load, clarity in job descriptions, and clarity in what she needed from her people and how she could offer them the assistance they needed to do the job to her specifications.  She approached each staff member with questions about who the company was, what business they thought the company was in and how the company was perceived by themselves and others they interfaced with.  They asked what their role was and what they needed from Andrea to be successful in their role.  The feedback was vague because trust had not yer been established between Andrea and her staff.  They were hesitant to offer direct answers at this time.  They staff had never been approached for their input before and were not yet comfortable with direct answers.  Coaching helped Andrea see the necessity for being authentic and becoming more present to her staff's ability to perform. She became more aware of her need to empower, trust and be open to feedback.   **Achievement**: Andrea noticed how she came across as she approached people, she realized she should have a positive look at what people could do rather than what they couldn't do, she should start to dialog more to get and give clarification on thoughts and projects,  be open to feedback, start to use positive expressions.  She decided not to sell her company, but to restructure and allow for the growth of her employees.   All clients start out with their very own specific or unique set of circumstances.  However, the end result for each person is the fulfillment of their needs toward a more balanced life and work environment.  Let me empower you to make decisions that will lead to achievement before you say, "would have, could have, should have"

## [Contact Isabel](http://uniquepathways.com/contact-me/) to begin your journey.