

## COMPANY PROFILE

- Industry: nonprofit development
- Annual donations: \$100 million
- Clients: multiple organizations nationally

## PROBLEM

A valued, highly-skilled employee was communicating and handling conflict inappropriately. This behavior was having a negative impact on the overall organization, including internal and external customers. Additionally, the employee was resistant to any intervention because she didn't recognize the problem.



## SOLUTION

Laurie utilized a personal assessment tool designed to improve productivity, teamwork, and communication. Through this assessment and Laurie's feedback, the employee was able to develop an objective perspective about the situation. She was able to look at her style of communication and behavior and understand the strengths and challenges inherent in that style. She was also able to recognize and manage the effects of her behavior on others, as well as the effects of others' behaviors on her.

Through this understanding, the employee was able to create goals focused on communication and leadership skills that met the organization's goals for coaching her.

Also key to the success of this project was the inclusion of management and key employees who interact with the individual. The personal assessment was administered to these team members. Laurie then facilitated a team building session with them to help them incorporate their new understanding of themselves and each other, and to develop ways of communicating more effectively and working more productively.

## CASE STUDY

Personal coaching with individuals in an organization facing difficult HR issues; improving relationships and increasing productivity.

*"Laurie helped [us] work through some tough personnel issues and enable satisfactory outcomes for all parties involved. She is a good listener who gained the trust of both employees and management, which was essential in working toward "win-win" solutions.*

*Our company will ask for Laurie's help any time we have difficult HR issues that require an independent third party to provide some coaching and insight for employees or employee assessments for management."*

*-Owner*

**OUTCOMES >>**



## Outcomes

At the end of the coaching cycle, the employee and the senior manager were communicating more effectively. The manager was able to give more immediate feedback about areas where the individual could improve, and the employee received the feedback positively and took action based on it.

The team developed a new understanding of each others' communication and behavioral styles, and they began incorporating that understanding into their daily interactions and strategic planning. This led to increased productivity and improved relationships within the organization, as well as with donors and grantees.

*"I highly recommend Laurie Althaus of Now & Next to assist your organization with personal coaching and employee assessments."*

*-Owner*