



Springboard to success within a global facilities management firm

The challenge

Following a promotion into an executive role, a managing director of a global commercial real estate and facilities management firm wanted support in making a successful transition.

The new role came with significant challenges. With a ten-fold increase in budget responsibility and customer base, the executive was tasked with leading 15 times more employees while doubling their revenue target.

Key to success was the need to adopt a more strategic leadership style and mindset. With the added complexity of a business development mandate, the coachee would need to be innovative to distinguish their offering and increase market share.

Against a backdrop of rapidly changing customer demands, a new world of work and post-pandemic recovery, the ask was to support the executive develop and execute a strategic vision and road map to deliver success.

The approach

We embarked on a 12-month executive coaching programme, aligned with business objectives through a triangulation session involving the executive coach, coachee and their business sponsor.

We increased the coachee's self-awareness through a verbal 360-degree feedback exercise and psychometric assessment of leadership potential using our PsyCap Potential tool.

We observed the coachee in their business environment which allowed the coach to gather insights on current performance and behavioural change.

Anchored in Peoplewise's STAR Coaching model, we helped the individual to identify meaning, generate strategic alternative realities, and build commitment for action.

This model is mapped to the International Coach Federation (ICF) framework, recognised as the global best-practice in coaching. These practices and the fact that all Peoplewise executive coaches are ICF accredited means that all coachees can be assured of the highest ethical and quality standards whilst working with Peoplewise.



The impact

- ★ All key business objectives were either achieved or surpassed – Sales, Financial, and Customer Satisfaction
- ★ 100% of target 'leadership' employee engagement scores achieved
- ★ The leader led the highest performing business unit in the region for the following year

"Executive coaching with Peoplewise has clearly accelerated my career trajectory. The structured programme enabled me to enhance my strengths and develop my strategic thinking to successfully navigate the executive landscape. My coach was skilled at bringing the very best out of me through a combination of psychological evaluation, competency analysis and behavioural appraisal, wrapped together in a safe and enjoyable environment. Their coaching has been a true door-opener to enhance my capabilities and ensure long term strategic thinking at the highest level."

Managing Director, Global facilities management sector

