

# Business Coaching Illustrations: The Stories Behind the Success

by Dr. Stacy Feiner

## **THE LEADER: Business coaching**

A profitable boutique insurance firm was trying to recover after losing a few top performers. Despite the solid, collaborative working relationship they had up until this point, the three partners were pointing fingers at each other and arguments were erupting in front of employees. Employee performance was deteriorating, putting client service at risk. The partners engaged in executive coaching that focused on strengthening trust, refining roles and responsibilities, and revising the partnership agreement to include a deliberate process for decision making and conflict resolution.

## **THE TEAM: Bench strength**

The owner of a medical supply business was ready to sell, but his wife felt their son should be given the opportunity to take over the business. Our role began with facilitating a dialogue between the parents—who were each able to share their goals and concerns about the business and their son. We helped them put together and successfully implement an accelerated transition strategy that included assessments, a training curriculum, and a delegation schedule between father and son. The process proved rewarding to both father and son, and set in motion an transition plan neither thought possible.

## **THE SYSTEM: Talent management**

A metal fabricating company had grown to the point where they needed to hire a chief operating officer. They conducted a search which resulted in two false starts. The hiring missteps lowered employee morale and undermined the CEO's credibility. We started by analyzing their current situation and designed a new predictive talent acquisition process that solved their 3 major obstacles:

1. An inconsistent hiring process.
2. Managers who had set the new hires up to fail.



3. A lack of criteria for identifying top talent.

The process landed us a high impact leader to round out the team.

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### About the author

Dr. Stacy Feiner is an awarded and nationally recognized business psychologist who has helped many Fortune-ranked corporations, academic institutions, and closely-held companies overcome challenges to reach goals faster than they ever thought possible. Stacy's innovative methodology—focused on the interplay of leadership, business, and psychology—solves complex dynamics quickly to allow leaders to spend more time driving profitable revenue and enhancing enterprise value. Her latest book is *Talent Mindset: The Business Owner's Guide to Building Bench Strength*. To learn more about Dr. Stacy Feiner, visit [www.stacyfeiner.com](http://www.stacyfeiner.com).

