



DAN HAILE, PCC, Executive Coach

Today demands a new kind of leader.™

CASE STUDY

Challenges emerge when a long-term, highly skilled technology professional moves into management in the legal profession.

Promoted to Management

Transitioning from “technician” to executive at a prominent law firm

Challenge

As a person moves up in an organization, the skillset and style of leadership often need to change. Such was the case when this information technology (IT) professional was promoted to management at a law firm. His passion for solving computer-related problems and leveraging software for business value became secondary to effective communications and empowering his team.

Haile Coaching & Leadership Solution

Dan Haile conducted a 360-degree assessment to better understand how this executive was perceived by his superiors, peers and subordinates. Results cited several deficiencies in his communications style and strong-minded approach. Dan presented the areas of need as guiding principles for his work with the executive, who said: “Dan has a gift for making you feel comfortable and helping you receive tough messages easier. I now understand that my goal is less about finding immediate solutions and more about motivating my team.”

Outcomes

Dan Haile’s work with this executive led to a successful transition into management:

- The IT executive now communicates effectively and focuses on “people aspects” of the technology team he manages – empowering them to find the right solutions.
- The executive’s career path now offers opportunities for expansion and growth in management.
- A follow-up survey among people who participated in the original assessment reflected noticeable improvement in his leadership skills.

