



*Case Study:*

# Strategic Development Coaching APJ Region.



How coaching & mentoring supported the  
development & success of a regional SLT



## The Client

This client company is part of a global financial institution with a specialisation in leasing of major capital works. It is a joint venture with global manufacturer of very specific high-tech equipment and, as such, provides the financial backing to many large investment equipment leases and sales.

The operation in this region is headquartered out of Singapore and is comprised of a senior management team that covers the Managing Director, Chief Financial Officer, as well as the senior heads of Legal, Risk, Compliance, Operations and Sales.

Due to the confidential nature of our coaching engagements, we do not name our clients in case studies.

## The Challenge

The team is drawn from across the world and is working across the region, with all the various cultural implications that that implies.

Each senior executive in this financial institution had their own challenges; thus, individual coaching programs were developed and covered the following:

- Career management issues.
- HK born exec, working for a European company, reporting through to an American team, and with an English Regional MD. Culture, language, corporate culture, and establishing his career on a global stage.
- Develop the skills, abilities and language when dealing with European Owners or North American Leaders.
- Supporting the restructure of the company, as it shifted towards a more country led organisation and less region led.
- Work Life Balance issues. Exec who travels constantly throughout the region with the implications on family and career and being caught in the middle.
- Conflict issues within members of the Senior Leadership Team.
- Leadership skills cross culturally.
- Delegation and Time Management.
- Cultural sensitivity (or to be more accurate, addressing the lack of). Leading a team across many countries with a wide variety of cultural norms can be a challenge – for some individuals, a considerable challenge and entirely new area.



## The Solution

Validity Group was appointed to support each executive in developing a range of skills and abilities through this period of change and disruption. An agreed set of measurements and metrics was put in place and signed off by all participants.

Due to the diverse nature of the deliverables, Validity made available an extensive range of tools for the use of the participants as part of their development.

Regular reporting ensured that outcomes were on target and that any further development identified was logged and next steps agreed.

This was very much a development program and as such, was conducted over a 12-month period. During that time, each individual's challenges and development needs changed and as that became apparent, we were able to provide responsive support to those challenges.

Prior to any change in a previously agreed plan, we validated any move of direction or focus, as per our normal systems with our key relationship manager.

## The Results

At the close of the program, it was universally agreed by all participants to have delivered on each and every set of metrics. Each participant had become well equipped to handle the diverse range of needs and demands placed upon them when dealing with so many diverse and different cultures and economic demands. They also now had the tools to hand to assist them in their future careers and development.

Our executive sponsor was delighted with the outcomes and the impacts on his business. He was now leading a far more cohesive team; one that he had confidence would operate as a team and engage across the business internally and internationally at the level he required.

**For more information, contact us at Validity Group today:**

Contact Us