



CASE STUDY

GROUP COACHING

Leading and Managing Through Uncertainty

EXECUTIVE SUMMARY

Life in 2020 has been exceedingly uncertain. The onset of COVID-19 and shelter-in-place requirements forced people around the world to adapt to many rapid changes all at once. Many grappled with when life would “return to normal” and experienced a wave of emotions. Many faced additional pressure associated with working virtually while often parenting children, homeschooling, and even caring for sick relatives. Boundaries between work and home became blurred and the isolation associated with being quarantined led many to revert to survival mode options of fighting, freezing, or fleeing.

SUMMARY OF THE SOLUTION

Ms. Falk led four different cohorts through a group coaching program to help participants Survive & Thrive through these challenging times.

Ms. Falk conducted a series of virtual group coaching sessions, spaced one week apart followed by weekly and monthly group check-ins. After creating a safe space for all participants, Dianne introduced each of the key themes (one per group coaching session), took the group through a series of interactive reflective exercises, and facilitated group discussions for participants to share about what they were experiencing. All group members were encouraged to share what they were learning with others and to test and learn new ways of behaving between the group sessions.

RESULTS

Feedback from all four cohorts was resoundingly positive. Participants found themselves more open than expected to sharing their experiences with others in the program and realized that their concerns, fears, and challenges were not unique. They walked away feeling more in control of their choices and their mindset, despite all the uncertainty in the world.

Participants also gained some very simple, practical tools to help them focus, manage their emotions, and determine what success looks and feels like for them, day to day or hour to hour, if needed. Most participants chose to stay connected to one another after the formal group coaching sessions wrapped up in order to continue to support one another and to expand their personal and professional networks. Following the completion of the program, two participants contracted with Ms. Falk for custom engagements for their respective organizations and other potential business engagements are being discussed.



MEET DIANNE FALK

Dianne brings over two decades of executive experience to her work, sharing lessons learned while delivering large-scale complex programs, overseeing post-merger integration activities, leading high-performing teams, and managing day-to-day operations.