



LBTC
PARTNERS IN PROGRESS

CASE STUDY – EXECUTIVE COACHING



Client: **Hotel Irtysh, Kazakhstan**

Industry: **Hospitality**

Initiative: **Six (6) months' Executive Coaching for the General Manager of Irtysh Hotel in Pavlodar City.**

Overview: **The General Manager of Irtysh Hotel in Kazakhstan required long-term periodic Coaching support to help them better cope with the multifunctionality of the role, and to also build their confidence and assertiveness with respect to the execution of their management responsibilities.**

A representative of the client organization approached London Business Training & Consulting (LBTC) in second half of 2020 seeking long-term Executive Coaching for its newly appointed General Manager. LBTC was required to support the delegate settle into the new role over a period of six (6) months, with emphasis on their Human Resources and Project Management responsibilities. Guidance in the realm of Soft Skills development was also sought.

Throughout the entire programme the Executive Coach spent a half-day with the delegate on a weekly basis working through their most pressing challenges, delivering a pre-agreed schedule of brief training sessions and reviewing the General Manager's progress week after week.



Background

The delegate – an Undergraduate in International Relations and Post-Graduate in Business Administration, possessed the theoretical know-how of the multifaceted nature of the position that is General Manager. However, lacking practical experience they were overwhelmed by the multitude of challenges that can occur in a business operating in the hospitality services sector.

The delegate needed guidance to put their formal learning into practice and contend with the various challenges in a systematic manner using creative problem-solving techniques.

A Tailored Approach

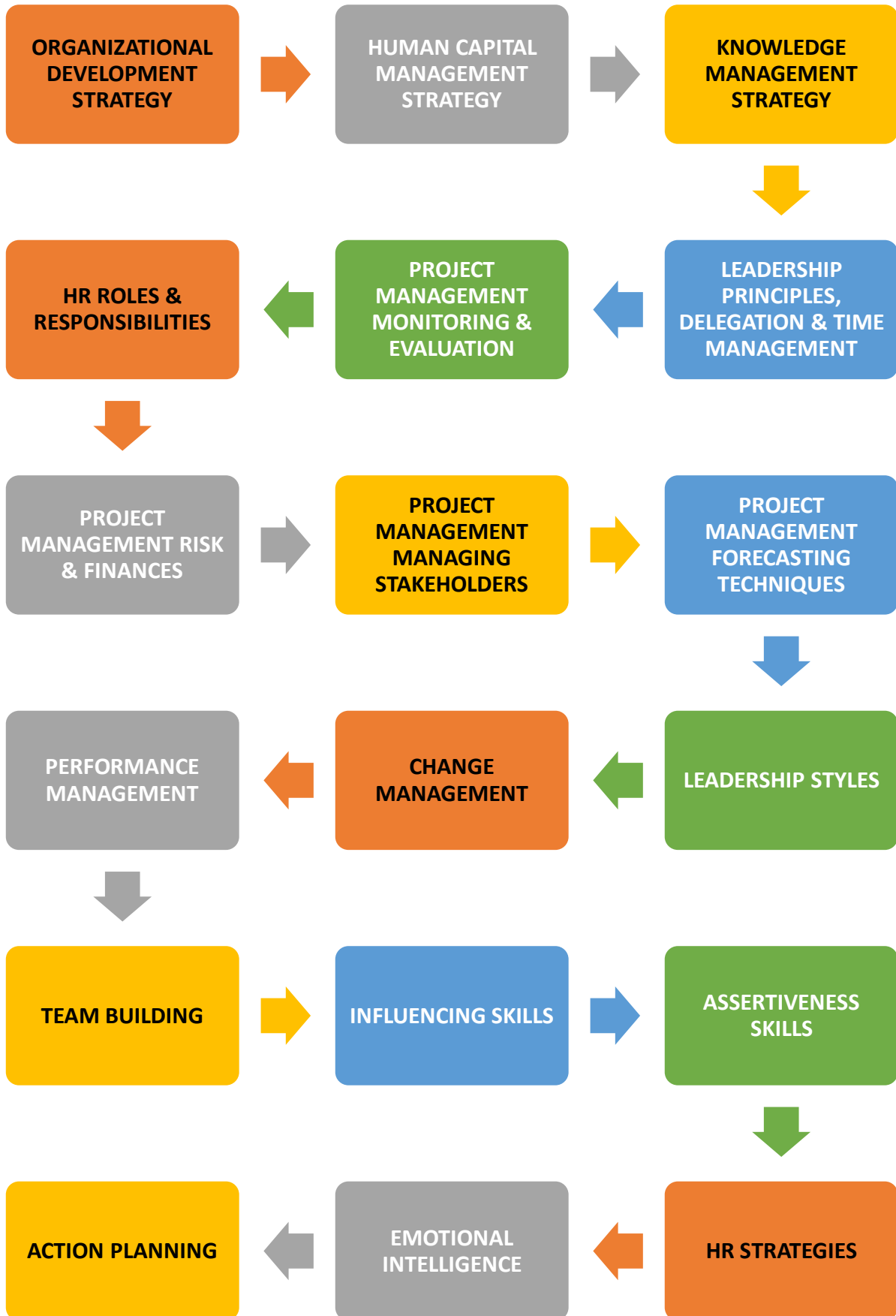
LBTC's assigned Executive Coach conducted a pre-programme scoping session with the delegate whereby they developed a sound understanding of the client's strengths and areas of development by employing personality profiling tools.

Using a mix of facilitated learning and coaching, the delegate quickly developed an understanding of their unique leadership style and approach.

The pace of the programme was determined by the client's progress, whereby they were afforded the opportunity to apply the management techniques within their work context and report back to the coach for a debrief.



Programme



Impact

“I really gained a lot from LBTC’s Executive Coaching programme! I have learned how to cope with all the different responsibilities of my role. I am now also equipped with new skills required to fulfil my remit effectively.”

RAZIYA MUBARAK

General Manger

Future

“I look forward to reengaging LBTC to help me further improve my skills and expertise in business management. I am grateful to have had the opportunity to work with LBTC’s Executive Coach.”

