

“Learning Case” Ciorsdan

Client’s First Name: Ciorsdan	
Name for This Practice: Measured response in out-of-the-blue high stakes conversations	
Current Behavior	Desired Behavior
Defensive, abrupt response without taking in what’s fully being said in out-of-the-blue highstakes conversations.	Open to listen and hearing their opinion/goals/reasoning. Give a measured response rather than an instant one.
Current Mindset	Desired Mindset
<ul style="list-style-type: none"> Protective My business, my decisions (how I feel in the moment) Angry Impatience 	<ul style="list-style-type: none"> Hear what others have to say Embrace the discomfort Be open to suggestions/opposing views to mine
Primary Action Arena: Pivotal Conversations	
Type of Agility: Stakeholder Agility	
Shift in Agility Level: Achiever to Catalyst	
Capacities to Develop:	
Knowledge and understanding what it is really like for Ciorsdan’s investor to have the goals and pressures that they do.	
Level of Reflective Action to Develop:	
Awareness: ability to catch herself when she notices the abrupt reaction before it is becomes abrupt and dismissive.	
Intention: to intentionally develop the capacity to listen to opposing views without dismissing them.	

Relevant Background

Client's Role in the Organization: Business Owner

Type of Organization Art gallery and coffee shop.

Motivation for Coaching:

Ciorsdan is a friend and collaborator (she is also the marketing manager for my company). I have asked her for permission to use her as a client for practicing Leadership Agility coaching. She has used the accelerator tool to assess her leadership agility and the result was achiever, with achiever/catalyst for pivotal conversations and expert/achiever for leading teams.

Context/situation: To provide you with helpful feedback what would it be helpful for us to know about the larger situation in which your client is working?

Ciorsdan is the owner of a business in which a family member has provided part of the capital. The gallery (her business) is very much Ciorsdan's baby and she is passionate about it and has fostered a community of artists who sell paintings through her gallery. She is widely respected in the community of artists and the wider local community.

The family member wants her investment back and the only solution seems to be to put the business up for sale. Most of the high stakes conversations which trigger defensiveness, and an abrupt response are with this family member, although she notices similar behaviour with members of her team.

Challenge:

Ciorsdan wants to be able to respond more openly to ideas and proposals from others but when the conversations are high-stakes for her she finds it difficult to do so.

I would welcome additional ideas to support in her quest for ways to do this.

Feedback: What kind of feedback would be of greatest value to you?

See above