

Executive coaching contributes to over 45% revenue growth year on year

Introduction

Science Solutions Recruitment (SSR) was launched in February 2014 by Andrew Corness and Daniel Lloyd, both of whom had previously worked as specialists within large corporate recruitment companies.

Since then the team has grown, with a third Director joining, as well as a team of specialist consultants. The business now boasts over 50 years' recruitment experience covering a range of scientific disciplines and works with clients and candidates right across the UK.

The Challenge

Science Solutions are ambitious and wanted to grow their business. To achieve this, they needed a cohesive leadership team all pushing in the same direction from a strategic point of view, whilst ensuring their agreed strategy could then be translated to the day to day operational performance of the company.

The professional backgrounds of the three Directors were diverse and spanned different levels of seniority; one a manager at various levels for 9 years, whilst the other two were very successful consultants. When business growth and strategy were discussed, these diverse backgrounds and experience combined with hugely different personality types meant the Directors each approached the issues from very different viewpoints.

There were clearly two key areas to address. The first focused on identifying development and training needs that would allow each Director to operate together cohesively at this level. The second was to address how they communicated with each other when they each had very different communication styles. Addressing both of these challenges meant the Directors would be able to successfully work together as a team.

The first and probably the most pivotal step was identifying that their communication styles and personalities were a large part of why the team were finding it difficult to work together. Dom quickly identified this and recommended a detailed course that would enable them to move forward. This new focus was a real shift for the three Directors and they freely admitted it was a challenge.

“The first session of working with Dom was a defining moment in our business, our ability to communicate and addressing this was invaluable to us. Dom identified this need within minutes, and the leaps we have taken since were not possible without this and the subsequent training.”

Andrew Corness, Co-Managing Director, Science Solutions Recruitment



The Solution

A management coaching programme was agreed and goals were set. To allow the Directors to independently realise their own obstacles and then work together to overcome them and establish a clear direction for the business, a specific style of group coaching was initially required. This addressed each Director's individual needs to enable them to collectively operate as part of a team.

There was also a focus on the transition to the role of Director and the skills and behaviours required to operate successfully as a team. Some of the coaching was 1-to-1, designed to elicit a clear idea of individual roles, as well as goals and any skills required to achieve those. This also meant that there was clarity gained throughout SSR as each Director had a clearly defined role and area of responsibility.

The coaching required them to be open to change and acknowledge any skills gaps that needed to be filled to allow them to run a company, rather than just work within it.

The Results

The coaching allowed them to collectively make informed decisions within minutes without question – ones that before they had not been able to make within 18 months.

The Directors now have defined responsibilities for different areas, such as Marketing and Operations, and are now working cohesively as a management team to achieve their business goals.

The success of this initial coaching programme has been rolled out to their management. 1-to-1 sessions have already taken place with one individual, allowing them to review their role and development within SSR. He has successfully taken responsibility for some management tasks to free up the Directors to focus more on business strategy.

While many businesses see training as an expense which is not always easy to measure, the Directors at SSR do not feel like a penny has been wasted, as Dominic's training has helped contribute to over 45% growth year on year in business revenue since inception. The team feel that the key to the success of the coaching was Dominic's approach and style of delivery, which they feel was very targeted to each of the individuals, combined with using real life examples and scenarios, based on his own actual experience too.

“Dom’s ability to work with us to identify key training needs and subsequently design and deliver an individual piece of training is second to none. The ability, subtlety and skill he has to identify these needs is immeasurable for us as a business. Lastly, and for me this is the one massive part that I feel really stands Dom apart from everyone else, Dom is able to provide his training and his influence without giving an opinion, without overstepping and without any element of bias from his own track record in recruitment and training. We found external training and advice was generic and lacked the appreciation of such a delicate and personally motivated situation.”

Andrew Corness, Co-Managing Director, Science Solutions Recruitment

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