



- Industry: Health
- Solution: KCI's Extraordinary Mentoring™
- Focus: Overcoming passiveness
- Other deliverables: KCI's Solution Assessment™, report and execution process

Using KCI's Extraordinary Mentoring™ to Overcome Passiveness

John, a doctor and the head of the department of the cardiac wing at a children's hospital was concerned about the performances of his personal secretary. Every time he provided his secretary with feedback she would immediately say: "yes, I completely see what you mean" or find a way to agree with what he is saying. Ann often took responsibility for fixing whatever discomforted her boss, frequently taking responsibility for things she had no reason to assign to herself.

"While Ann takes responsibility for doing things quickly, her performances do not improve. She apologizes profusely but she will often do the same mistake again. She'll do her best but it's like she will do anything I ask her if I confront her, but then other stressors show up and her priorities will shift again. I believe it happens because she doesn't want to confront anyone else and when what she needs to do clashes with other needs she ends up trying to please everyone."

Outcome

John guided Ann through by using the Extraordinary Mentoring™ process. He helping her acquire the "set" of success-abilities she specifically needed in order for her to deal with other people's expectations of her.

"Ann is not only a more effective secretary now, she is happier. I have seen her make small, but very important changes like simply say to people that she will see if she can do something and get back to them. Her time management skills have improved too and I feel very comfortable trusting her with important tasks that I was worried would get lost on her before. We have seen dramatic breakthroughs on all the results criteria we defined. It is truly a wonderful process."

- Dramatic change is visible within a few weeks and results are lasting.
- It is based on a neurological process that accelerates the five steps the brain takes to acquire something new in a lasting way.
- The process is safe, positive and empowering, never remedial
- It requires less than an hour a week for 8-10 weeks
- We guarantee our results based on clear criteria, no other change process will do that