

## The Service Leader

### *New Kid in Town*

Some might suggest that relocating from Florida to Iowa could be quite a culture shock. For one particular client of Leader OnBoarding, the shock was not so much in the cornfields and country roads, but in the conference rooms and corporate hallways.

“Christine” was asked to run the services organization of a large financial services company. She was the first female executive in a very rigid, “old boy” culture where the vast majority of the executive team came up through the ranks. Even though Christine was quite talented, the HR Director and the President took steps to ensure her success.

### *A Boost*

The President brought in Leader OnBoarding to work with Christine. LOB helped Christine think through all of the new dynamics related to executive onboarding, paying close attention to the unique challenges that could surface given the fact that Christine was not a “home grown” executive and the only member of the team who wore earrings. “Linda Reese was -- and continues to be-- a great sounding board,” said Christine. “Whenever I share an issue or a certain perspective on a situation, Linda always has great feedback.”

Although the President hired Christine to bring about change, she would encounter occasional resistance from colleagues who questioned her approach. The coaching Christine received from LOB helped her to stay focused on impacting the organization, validating her approach and supporting her goals.

### *Onward*

Christine’s ability to drive results brought her increased responsibility in the organization. She has since proven her ability to tackle difficult and complex projects, affecting positive change for hundreds of employees. Throughout the journey, Christine relied on LOB’s expertise to help her achieve results and reflected that Linda’s coaching helped her “bond to a place with my direct reports that I have never been to with a team.”

Christine continues to thrive in her career. “LOB is the best thing that has ever happened to me!” said Christine. “I wish I would have had access to LOB earlier in my career. “