



Leadership Team Coaching for Success

Unlocking Alignment, Collaboration, and Change

In today's professional services environment, success depends on people, relationships, and trust – often in the context of teams. Yet many teams struggle to get truly aligned and energised to deliver their strategy. Team coaching is a proven approach that helps leadership teams overcome common barriers – such as lack of trust, misalignment, siloed working, and resistance to change – by building openness, strategic clarity, and stakeholder engagement.

What is Leadership Team Coaching?

Leadership team coaching is a structured and tailored process where experienced team coaches partner with a leadership or executive team to enhance performance, collaboration, and alignment with organisational goals.

It is used wherever team performance depends not just on individuals, but on relationships, context, and the wider system (stakeholders, culture, environment). Unlike 'traditional' facilitation or consulting, team coaching empowers senior teams to set their own agenda, build trust, and take responsibility for their development. Our approach is systemic and client-centric, drawing on our deep experience across professional and financial services firms, and our in-depth knowledge of the various disciplines that underpin this work (including organisational development, leadership development, strategy execution, executive coaching and emotional intelligence).

Our Approach

Inquiry and Diagnosis

We connect with each team member and key stakeholders to understand strategic priorities and challenges for the team. This may include interviews, surveys, focus groups and a review of existing strategy documents and materials. We facilitate the exploration of this data with the team, often at a retreat, to establish the agenda for change and build commitment.

Team Development

Through a series of in-person sessions, we focus on enhancing direction, alignment, engagement, and effectiveness. We aim to architect a comprehensive sequence of events and activities over a sensible timescale, usually six months to a year. These might include further time on team retreats, joining regular team meetings to raise their effectiveness, and preparing the team for engagements with key stakeholders.

Support for Leaders and Members

We work with the team when it is apart, through individual coaching for team leaders and members to ensure sustained change. This support provides the space and opportunity for leaders to sense-test their thinking, accelerate behavioural change and adapt their role as required, and continue developing even after the team coaching process concludes.

Common Challenges Addressed

Whilst all leadership teams are different, there are a number of common challenges that they face – whether as a new team coming together, or one that has existed for a while and evolved over time. Some of these challenges are:

- ◆ Leadership misalignment
- ◆ Performance/growth challenges
- ◆ Post-merger integration issues
- ◆ Strategic transformation
- ◆ Rapid growth
- ◆ Siloed culture
- ◆ Poor team dynamics
- ◆ Talent retention issues
- ◆ High performing team integration failures
- ◆ Leadership succession or transition

Leadership team coaching helps senior teams overcome these organisational challenges by building greater strategic alignment, trust, collective leadership, and by aligning strong individual contributors around shared goals.

Outcomes

- ◆ Strategic clarity about what the team needs to achieve and the changes needed in themselves and the business to make this happen, including clear priorities and performance measures.
- ◆ Greater openness and trust within the team, creating stronger relationships, genuine commitment to shared goals and a willingness to adapt and change.
- ◆ More effective execution of strategy, by translating strategic intent into clear priorities, decisions, and accountabilities – and creating the cadence and discipline to follow through and sustain momentum.
- ◆ Active stakeholder engagement, turning strategy into action through working effectively with those around them. This includes aligning the team's purpose for being a team with the team's stakeholders needs.
- ◆ Greater team effectiveness, so the team is better able to perform and add value, making best use of the collective resources and continuing to learn and adapt.
- ◆ Commercially-minded but also attuned to psychological dynamics: we combine a deep understanding of strategic value drivers with a heightened awareness of hidden team dynamics that can hinder optimal team functioning.
- ◆ Relational and Human-Centred Approach: The hallmark of our approach is relationality: we believe the quality of the relationship between coach and client team is fundamental to success. Our coaches are known for self-awareness, empathy, mindful attention, listening, compassion, and courage.
- ◆ ICF-Aligned Philosophy: Our coaching is rooted in the ICF definition – partnering with clients in a thought-provoking, creative, and pragmatic process that inspires them to maximise their personal and professional potential. We work with the whole person, attending to intellectual, mental, emotional, and physical needs.
- ◆ Tailored, Pragmatic, and Evidence-Based: We balance rigorous, evidence-based best practice with a commercial mindset and pragmatic lightness of touch. Our coaching is always tailored to your needs, never a one-size-fits-all solution.
- ◆ Purpose and Values-Driven: Our purpose is to help professionals and their organisations solve their toughest problems, build thriving cultures, and deliver sustainable value. We are committed, commercially minded, collaborative, curious, and challenging – always striving to help our clients reach their full potential.
- ◆ Global Reach, Local Understanding: Our diverse team of coaches operates internationally and is experienced in working digitally, ensuring we can support you wherever you are.

Why PSFI?

Our approach is systemic, tailored, and client-centric. We help senior teams navigate complex organisational transformations and dynamics, embed cultural change, and increase performance and growth. Team coaching releases inherent individual and collective leadership capability, alignment, purpose, emotional support and performance for leaders.

- ◆ Deep Expertise and Professionalism: All PSFI team coaches are professionally trained, accredited with a coaching body, in a supervision relationship, and have over 500 hours of coaching experience. Our team brings backgrounds in business and management from some of the world's leading organisations.
- ◆ Trusted by Clients for Over 20 Years: Many of our clients have partnered with us for decades, citing the positive, transformational impact our coaches have had on individuals and teams.

Examples of Team Coaching in Action

1. Post-Merger Integration

Team coaching helps newly combined senior teams develop a shared culture, clarify roles, and retain key talent during mergers.

- ◆ A leading global insurance company faced the challenge of forming a new business unit by merging previously separate country organisations. The new leadership team struggled with clarity around roles and mutual suspicions. PSFI worked with them to create a truly unified team with a core purpose, clear roles, effective processes, and – most importantly – high levels of trust, mutual support, and challenge. Over two and a half years, including through a CEO transition and the pandemic, the team became a role model for unity and performance, with members remarking it was the best team they had ever been part of.

- ◆ A leading consulting firm merged with six smaller consulting firms across the US and London. The executive team and operating board faced the challenge of having to support the six leadership teams below in effectively implementing the firm's new strategy while at the same time navigating the post-merger integration processes. PSFI worked with the CEO, the executive team, the operating board and the six leadership teams over a period of 18 months to help them cascade down strategic alignment and clarity, overcome barriers to cross-function collaboration, overcome senior level conflict and accelerate growth and transformation.

2. Leadership Transitions

As partners or leaders take on new roles and responsibilities, team coaching helps to create vision, purpose, and role alignment early on.

- ◆ A new Senior Partner at an international law firm was elected on a platform of strategic and cultural change. PSFI supported this leader first through parallel streams of executive coaching – broadening leadership style and impact, both with the wider firm and the senior team – and mentoring, focused on governance. We then worked with the global Supervisory Board to help it shift from

being a largely consultative forum, towards acting as a high performing, value creating team. This involved addressing both the formal aspects of the Board's activities (setting priorities, agreeing agendas, honing decision making and enhancing follow through) and the interpersonal (trust, openness, strategic mindset, stakeholder engagement). The result was a board with a clearer mandate and a more obviously strategic, value-creating role in the firm.

3. Partnership Integration and Growth

As firms grow rapidly, team coaching helps leadership teams rebuild trust, strengthen relationships, and sustain a shared sense of partnership across practices and geographies.

- ◆ A fast-growing UK-headquartered international law firm had expanded significantly over a six-year period, bringing in new partners and growing its presence across Europe, the US and Asia. While the firm's culture remained strong, leaders recognised that the pace of growth had weakened the sense of an integrated partnership, with long-standing and newer partners feeling less connected. PSFI worked with the firm through a systemic team coaching programme, beginning with in-depth interviews across the partnership and key stakeholders, followed by monthly leadership team coaching over 18 months. The work strengthened trust and collaboration between partners, increased cross-practice and cross-sector connectivity, and supported a renewal of the executive committee and succession approach. As a result, the firm reinforced its partnership model, avoided the loss of key talent and enhanced its ability to attract and retain future partners to continue supporting the firm's growth strategy.

Next Steps

Ready to explore how team coaching can help your organisation thrive?

- ◆ Contact us for a diagnostic session
- ◆ Book a leadership team coaching consultation

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