Leadership Coaching Example  
From Peer to Manager

**SITUATION:** Linda contracted for coaching services as a newly named Manager of Clinical Services. She had worked for almost five years in a hospice program as a staff nurse. Her major coaching goal was to effectively negotiate the role transition from peer to manager. Linda was supervising three of her former peers; one of them was someone she spent time with socially outside of work.

**ACTION:** During six coaching sessions, Linda focused on ways she could set clear expectations of the employees she supervised. She developed approaches to ongoing professional communication and feedback. Linda decided to schedule regular one-on-one sessions with the people she supervised. As for the employee she formerly socialized with, she acknowledged the role change and the awkwardness that might be involved.

**RESULTS:** One of Linda’s goals was to establish clear boundaries and consistent expectations that she communicated to all the people she supervised. Linda looked closely at her communication challenges and developed ways to address conflicts. Her coaching sessions also included developing a plan for her continuing professional growth and learning.