



September 2023 - After Action Review - Stakeholder Centered Coaching

Client: Kathleen Tucker **Manager:** Robert Fosmire **Coach:** Catherine Cantey

Summary: Monthly After Action Review shared by Leader

Stakeholders: Robert Fosmire, Kendra Rawls, Brett Llewellyn, Theresa Karpen, J Vaughn, Karina Jones, Dave Findley

Leadership Goals: Build Team & Elevate Executive Presence

What did I set out to do?

1. Figure out how to get the collaboration that we need on the SA QA transition so we can meet the end of the year deadline.
2. Plan and present at the Town Hall.
3. Establish meetings with DL and DS.
4. Swap out J for T as executive coaching stakeholders.

What happened?

1. Met with CBU's direct reports as well as a few key managers and came up with new strategies around the SA QA transition. I just went to the source. Had very frank conversations about the level of engagement we are getting from AM. This included very specific examples of the lack of engagement we've had. Came up with a cross functional strategy for accelerating the KT.
2. Scheduled and Met with DS
3. Scheduled meeting with DL(Oct).
4. Presented Setups in the Sept Town Hall.

Why did this happen and what insights did I gain?

1. Regarding the SA QA transition, KR said communication is key and I felt blocked with CBU. So I just cut out the middleman and went directly to her direct reports. This is similar to advice CBU gave me once. "Stop asking the executives to make a decision, just tell them what you're going to do and they can speak up if it's a problem."
2. DS is a champion of me who appreciates transparency. He was very impressed with how I pushed back on PB on the Onboarding initiative that H was leading. It was a very good meeting.
3. The Town Hall was a resounding success. I received lots of compliments but **more importantly it successfully showcased: how much the team has grown, how they are each leaders in their own right, and what they accomplished in the last year.**

What will I do going forward?

1. Figure out how to use the content from the TownHall to tell the story of Setups and how it's a case study for Setups Globally. Continue to rely on the teams to handle the day to day so I can focus on the global strategy and garner the support needed to ensure EP's prepared to scale as things grow.