



**DRIVING
LEADERSHIP
TRANSFORMATION
ACROSS A GLOBAL
ENTERPRISE**



A LOCAL LEADERSHIP SOLUTION FOR A GLOBAL BUSINESS

BACKGROUND

A global industrial software and hardware organisation with over 100 years of history and more than 110,000 employees worldwide. The company serves a range of sectors, including buildings and industrial environments.

One of the key leadership and development challenges this organisation faced was the scale of its operations. While global leadership programs existed, there was a gap in locally tailored development initiatives.

To deliver on its regional operational plan, the organisation needed a solution that felt intimate and relevant as well as impactful and aligned to global strategy whilst meeting the local market and employee needs.

That's where the partnership with PEEPLCOACH began – integrating organisation's existing systems with customised coaching and development solutions.



“Through coaching, I gained valuable feedback that sharpened my self-awareness and leadership skills. The program helped me refine my abilities, identify key behaviours, & focus on areas for growth, making a real difference in my development as a leader.”

— Program Participant



“I've learned that my leadership principles aren't just relevant to my job or team – they're important in every aspect of my life, including how I interact with friends, family, and colleagues.”

— Program Participant





THE CHALLENGE

Two key factors shaped the program's design:

1

Many employees had grown into leadership roles through technical pathways (e.g., engineers and apprentices) and were experts in their domains.

2

This technical progression created a bottleneck in succession, limiting the movement of leaders into broader roles requiring strategic thinking, cross-functional decision-making, and customer engagement.

As a result, succession strength became a major priority.

THE EXPECTATIONS

The organisation set a clear objective: every leadership role should have a "ready now" successor, with 40% of internal appointments coming from succession pipelines.

In addition, the company aimed to develop what it calls "visible leadership" — ensuring leaders were present, engaged, and connected with the wider business, especially since many senior roles operate at a General Manager level within Australia.

There was also a strong emphasis on building business acumen for emerging and developing leaders, particularly to support them in leading courageous conversations with U.S.-based executives.

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"The one-on-one coaching has been an amazing opportunity to search deep within myself for how I feel about leading and what is important to me."

— Program Participant

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"I now have a better understanding of key leadership principles and how to apply them in day-to-day operations. I've improved my communication style and developed a stronger awareness of others' styles, allowing me to adjust my behaviour for better results."

— Program Participant





SOLUTION: A SCALABLE COACHING MODEL

DESIGN & DEVELOPMENT

Our client needed more than a one-size-fits-all program. By pairing its internal leadership frameworks with PEEPLCOACH's customised coaching and learning model, a powerful and cost-effective solution was created – one that scaled across multiple leadership levels.

Together, we:

- Created strong Individual Development Plans (IDPs)
- Helped participants explore new career pathways
- Conducted 360° reviews to feed into personalised coaching sessions
- Mapped core competencies for development across all participants

INNOVATION & IMPLEMENTATION

Participants then began a 12-month modular program that combined live coaching, content, and tools via PEEPLCOACH's proprietary SaaS platform.

Key features included:

- Monthly compliance and impact reporting
- On-demand coaching sessions, booked at the participant's convenience
- Embedded training content alongside coaching
- Seamless alignment with company's internal frameworks

This approach ensured a high-quality experience, measurable progress, and strong organisational alignment.



"I gained incredible insights into my current leadership style, along with practical coaching advice on how to handle challenging situations more effectively."

— Program Participant



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THE IMPACT

PREVIOUS COHORTS

102

PARTICIPANTS

52%

**PROMOTION SINCE
COMPLETING THE
PROGRAM**

82%

RETENTION

90%

ON SUCCESSION

8.8/10

COACH RATING



“Various participants who have completed the PEEPLCOACH program have moved into more senior roles and have continued with executive coaching and LSI testing.

One of our recent participants began the program as a Regional Field Service Leader and is now a National General Manager. This person is now two years into coaching with Christine Khor and really relies on those sessions. When gaps arise, Christine helps facilitate better conversations about how to address them. This means development doesn’t just stop at the end of the program. We’ve been able to work with PEEPLCOACH to continue development as needed.

Two of our Australian-region PEEPLCOACH program participants have moved to Atlanta to take on larger global roles. One participant is now a Senior GM in our business. Another participant completed a PEEPLCOACH program in 2023 and was invited to be part of a global panel, where she shared how she grew a \$10 million sale organically by asking a customer just three questions. That’s really impactful.

We’ve just launched four more participants into PEEPLCOACH programs. Whether it’s the Developing Leaders Program, delivered in a 45-minute session, or the Advanced Leaders Program with one-hour sessions and an LSI component, it’s been excellent to have options that support our investment strategy and leadership growth goals.”

— **Leadership Capability Program Manager**



LET'S UNLOCK YOUR PEEPL FULL POTENTIAL

PEEPLCOACH is here to empower your people to lead with confidence, clarity, and impact. Whether you're building a pipeline of emerging leaders or equipping your senior team for what's next, we can help you deliver leadership development that sticks.



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