

Testimonial for Birgit Zacher Hanson:

In June 2015, I was promoted from a GS-15 position with the Department of Veterans Affairs (VA) to a senior executive position. To ensure my first year as an executive was successful, I took advantage of coaching services provided by VA's Corporate Senior Executive Management Office. I reviewed the resumes of several coaches and selected Birgit. I possess extensive subject matter expertise in the area I lead and had eight years with the VA before becoming an executive. I sought a coach who could help me to improve in the areas of leading others, in particular former peers, and managing change. I felt this would maximize my success given the VA's focus on servant leadership and leadership development.

I have not been disappointed in the support, guidance, and coaching received from Birgit. She is extremely adept in meeting me wherever I am for each session, whether it is working on a relationship issue with a peer or subordinate or managing a stressful week meeting Headquarters' demands. Her toolkit is endless. She has exposed me to the ten C's, composure practices, how to get commitments/hold individuals accountable, and how to obtain sustainable change. She immediately recognized my need for visuals or reading materials to reinforce what she shares in each session. Her book, *Who Will Do What By When?* was enormously helpful in offering a framework and language around requests, promises, and re-negotiating unfilled commitments.

Birgit assisted me in creating an Executive Development Plan that highlights two areas for development and growth; (1) incorporating composure practices into my day to day operations to aid me in self-managing stress which can negatively impact interactions and performance, and (2) analyzing my questioning style and learn new approaches that create safety and reflect trust in others decision-making.

In sum, Birgit's approach to coaching has worked extremely well with me, and my confidence and effectiveness has risen since our work together. She has great breadth and depth as a coach. Her vast knowledge and work with others like me helps to manage my needs and the resources she's accumulated ensures she never falls short in making each coaching experience valuable.