

performance story



As head of Liability Claims at AXA, Matthew is a leader with complex responsibilities, including the leadership of a team alongside delivery of his own objectives.

Matthew had become aware that his strategy of "work longer and work harder" was unsustainable. Fluctuating energy levels, a feeling that he was running out of hours and sub-optimal team performance provided the evidence.

To fulfil his performance potential, Matthew worked on his mind using imagery skills & other techniques for confidence building, focus and concentration.

He fuelled his body in light of the performance demands he faced, including specific nutrition & hydration strategies; personal energy strategies; and he began using his internal body clock to maximise capacity.

He began to generate & give authentic emotional support alongside his existing focus on task completion and spent more time with people who helped grow his confidence and energy and less with the other sort!

"This programme is powerfully different. The changes in my performance have been significant"

The plan was for Matthew to understand the meaning of performance and to know what this meant for him as a person – in order that he could use that knowledge to move to action and to change his behaviour – the true meaning of learning. The nature of those changes and the intensity and consistency with which they were applied were always going to have to come from Matthew himself; it was going to need to be Matthew's plan.

Supported by his coach, Matthew drew up his performance plan for 12 weeks which once agreed with his boss, then formed the focus for a series of intense 1:1 coaching sessions – pretty much all of which were face to face.

Matthew tells us "the resilience of the systems put in place is demonstrated by the fact that, some 3 years on from my attendance at the kick off clinic, I am still using the techniques to keep my performance sharp and relevant to ever changing demands and priorities."