

Case Study 4

IT Professional: [listening more](#)

A senior I.T. professional had a reputation for fighting her corner with more vigour than was often required and consequently was seen as being very talented but rather ‘high-maintenance’.

She also had little time for people seemingly promoted beyond their level of competence and would resist suggestions from these people whom she considered to lack the knowledge and consequently, the right, to a voice in major decisions.

She needed to find a way of being able to live with contrasting opinions and of accommodating colleagues who she didn’t immediately respect without feeling that she was sacrificing her professional standards.