

# Capability Overview

*Strategic leadership development and generative conflict intelligence for the modern C-suite.*

## THE CASE

# The most expensive thing in a leadership team is what goes unsaid.

“

*I don't think people are telling me what they really think.*

**Silence at the top is the most expensive cost in your organization.**

“

*There's no accountability. People don't follow through — and nobody says anything.*

**Accountability isn't a process. It's a culture you build by what you tolerate.**

### What the evidence says

## #1

driver of team performance is psychological safety — whether people feel able to speak up. Google's study of 180 teams.

## £28.5B

annual cost of workplace conflict to UK organizations — the largest share from people quietly resigning. Acas, 2021.

# Three ways we partner with leadership teams

## 01

### C-Suite Executive Coaching

Strategic 1:1 partnership for senior leaders navigating complex decisions.

- Custom coaching for C-suite leaders and founders
- Leadership clarity and decision quality
- Values-based transformation

## 02

### Leadership Team Dynamics & Culture

Structured work with executive teams to rebuild trust and strengthen alignment.

- Rebuild trust and communication
- Enable generative conflict capability
- Move to high-performance execution

## 03

### Generative Conflict & Resolution

Turning tension into strategic advantage — from avoidance to direct dialogue.

- Transform avoidance into direct dialogue
- Integrative problem-solving
- Accelerate strategic decision-making

## CREDENTIALS & CREDIBILITY

# Why Teams Trust Us

*Our team is credentialed at the highest levels of the field, as ICF Master and Professional Certified Coaches — backed by a collective whose range no firm of our size can match.*

## CREDENTIALLED AT THE HIGHEST LEVELS

### Master & Professional Certified Coaches

Our partners hold the ICF's top credentials — the depth to work with senior teams at the level of values and systemic dynamics.

### Certified in team coaching

Partners hold the ICF's advanced team-coaching certification — coaching intact leadership teams, the precise work we do.

### We train other coaches

Our practitioners have lead ICF-accredited programs that certify the next generation. We teach the standard.

## DEPTH NO SINGLE PRACTICE HOLDS

**Organizational psychology** A PhD in I/O psychology — published, assessment-certified, research-grounded.

**Law & regulated industries** A JD (NYU Law) fluent in the pressures of legal and professional-services leadership.

**Elite human performance** A coach forged with pro sports, NASA, and high-stakes tech performance environments.

**Global & bilingual reach** Practitioners coaching across cultures and languages, from New York to Bogotá.

## HOW WE WORK

# Four stages. Each builds on the last.

*This isn't linear — it compounds. Results deepen trust; trust enables harder conversations; the team gets stronger.*



## HOW WE SCOPE AN ENGAGEMENT

# We don't sell a fixed curriculum.

*Every engagement is scoped to the team in front of us — its moment, its dynamics, its stakes. What's consistent is how we work, not what we prescribe. The range to do this comes from the room: master-credentialed partners who have done this work many times before.*

### WHAT'S ALWAYS TRUE

#### Discovery first

Every engagement opens with a diagnostic phase — we see the system clearly before we scope a single session.

#### In-person anchors, coaching between

Intensive in-person teamwork anchors the work; 1:1 coaching, check-ins, and accountability carry it between.

#### Sustained partnership

Relational capacity isn't built in a quarter. We design engagements that work with you over the long-haul.

### Consistent deliverables

Regardless of how an engagement is scoped, every client receives:

- Diagnostic & system assessment
- Regular check-ins with the sponsor
- Between-session work for the team
- Outcome reporting, assessment & feedback

## WHAT WE MEASURE

# We measure what surveys miss.

*Numbers tell you something changed. We assess what changed and why — the dynamics in the room a survey can't see. Master practitioners track trust through structured interviews and live observation, then report movement through debriefs and ongoing updates.*

## FIVE TRUST INDICATORS WE TRACK

**01**

**Candor under pressure**

People say the hard thing in the room — not after the meeting.

**02**

**Repair after rupture**

The team disagrees sharply and comes back stronger, not cold.

**03**

**Productive dissent**

Disagreement is surfaced and used, not avoided or suppressed.

**04**

**Decisions that hold**

The team commits and follows through — no quiet defection.

**05**

**Distributed ownership**

Accountability is mutual and peer-to-peer, not only top-down.

CONFIDENTIALITY, FIRST

# Confidentiality is foundational to the work we do.

*We keep our client relationships private — not as a policy, but as a reflection of our values.*

**References and referrals are available on request.**

We're glad to connect you with leaders who have done this work — directly and confidentially, with their consent.

# Start the conversation

*If you're weighing how to strengthen leadership alignment, navigate complex dynamics, or elevate your team's performance — we'd welcome the conversation.*

## CONTACT

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