

BUSINESS CASE STUDY - LWEI

CASINO GLOBAL SOURCING

Casino group is an historical player in the retail industry in France since 1898. The Casino group is also one of the world leaders in the food industry. It successfully deployed its multi-format and multi-brand model.

Leading group in convenient stores and second online retailer in France, the Casino group has around 10 800 stores around the world (France & Latin America), for 31.9 billion euros of net sales.



OBJECTIVES

PAIN POINTS

- Navigating high-pressure business environment
- Maintaining high customers satisfaction
- Team moral and stress management

RESULTS

- Positive impact on teams' performance and team spirit
- Better management of stress and prevention of burnout
- Deeper understanding of effective leadership

The General Manager of Casino Global Sourcing recognized the need for his leadership team to adjust their management style to the demanding business environment. Even though some in his team had been with the company for 10+ years, they had never received coaching or training in leadership skills.

The GM set the following goals for ten leaders of his management team:

1. Enhance self-awareness regarding their behaviours and influence on others.
2. Acquire skills to self-regulate their emotions and manage stress.
3. Discover fresh ways to engage their team and boost team morale.



I would like to thank you, Petra, for the great job you did with the managers of our company. You succeeded in embarking them through this journey for a better understanding of themselves, and you have established the foundations to support them in managing their emotion in various business contexts we face.

We clearly see the positive effect of your actions, which bring significant benefits to individual and collective performances.

Sebastien Daumur

Hardlines Director & GZ Office
General Manager

SOLUTIONS

Unbox Leadership Consulting offered a three-month leadership development program for 10 line managers, focused on "Leading with Emotional Intelligence."

Emotional Intelligence is a crucial characteristic of future leadership. It drives engagement, well-being, productivity, and a positive team culture, which, in turn, impacts the bottom line.

The program included:

- 360° Emotional Intelligence Leadership Assessment
- 2 Individual Debrief Coaching Sessions
- An Executive Summary - Competency Gap Analysis
- 6 Training Sessions based on the 6 EI Competency Model by Genos International.
- Digital Workbook & Development Tip Handbook
- Group Coaching Session

After successfully completing the three-month training program, Casino Global Sourcing decided to continue the leadership development journey with executive coaching for five senior leaders to deepen their self-awareness and new ways of being.



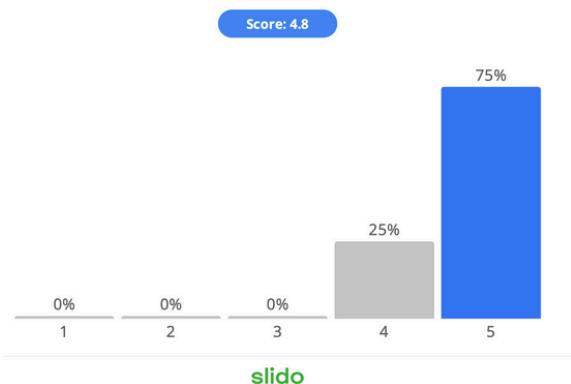
unbox
LEADERSHIP

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Participant's Feedback and Testimonial



ON A SCALE FROM 1-5, HOW WOULD YOU RATE
THE LEADERSHIP PROGRAM LEADING WITH
EMOTIONAL INTELLIGENCE OVERALL?



HOW ARE YOU LEAVING THE PROGRAM?

Grateful
Great helpful Inspiring Fruitful
Appreciated happily Richer
Satisfied and inspired

Confident

WHAT ABOUT THIS PROGRAM INSPIRED
YOU THE MOST?

- I'm always trying to be a better leader, this program empowers me to be aware of people, not just focus on tasks or deadlines.
- I had never thought about myself before the training. "Self-awareness" and Awareness of Others" have inspired me the most. I was touched by these two sections. After the two sections of the training, I realised that I must change immediately and improve my working and thinking ways, and I should also care more about staff. The changes have made me work smarter, more mature, calmer, and happier.

WHAT WERE YOUR MOST VALUABLE
LEARNINGS?

- The LWEI program and Petra have helped me to change my mind completely, more than I have managed before. Thinking differently, widely. I have come to care more for my family, myself, and my team members than before.
- To understand the team and our behaviour, how people react and how to communicate better.
- To be equal is not simply to be apparently fair.
- Become a better self

- "I just like this course so much! Thank you, Petra!"
- "LWEI has made me smarter, happier and more confident."
- "I am very satisfied with your training. Your training has helped me to find myself again. I become a happier person. I appreciate all your sharing and guidelines."



TESTIMONIAL

EMOTIONAL INTELLIGENCE

TRAINING



I consider emotional intelligence as a key characteristic for leaders. Even though some of my managers have been with the company for 10+ years, they never got the opportunity to be trained or coached on that aspect by external consultant. I realized the need for them to explore more this topic to fine tune their management style, especially considering the increasing business demands.

So I enrolled my 10 department manager in the Leading with Emotional Intelligence training program. Even before the completion of the 3 months, I already noticed they had a better understanding of themselves with better management of stress, which results in a positive impact on teams' performance.

I was very satisfied about the solution provided and my managers too. We decided to pursue individual executive coaching sessions with Petra for 5 of the managers to support their continued growth.

I would like to thank you, Petra, for the great job she did with the managers of our company. She succeeded in embarking them through this journey for a better understanding of themselves, and she has established the foundations to support them in managing their emotions in various business contexts we face.

We clearly see the positive effect of her training & coaching, which brought significant benefits to the individuals and collective performances.



Sebastien Daumur
Hardlines Director &
Guangzhou General Manager
Casino Global Sourcing