

## Elizabeth Dillon

*Bob doesn't hold back in getting out the best of you. He really wants you to learn. He's there to achieve something. As he puts it, our success is his success.*

### ***When did you meet Bob?***

Oh, gosh, I met Bob twelve years ago? I was managing a small team of about four people including myself, and one of the guys on the team, Simoni Gallio, he had worked at Goldman Sachs, and he really liked Bob a lot and said that Bob was what we needed. So Simoni put me in touch with Bob and Bob came over to London and spent an extensive week with our team and essentially became a big part of our DNA.

**Bob is no-nonsense, no fluff. When you work with Bob, you know you've achieved something. You know you've got more tools that you can really use.**

### ***How has he helped you build a winning team?***

It all started with the training which is very extensive. It's not easy to do. He really pushes you. We did that each as individuals and worked on our own individual styles and techniques and then he put us together as a team where we worked together on things and that created a very strong bond. Bob exposes you, but you're safe. He will always challenge you; he will always push you. We, together with Bob, were all exposed to each other. That made us stronger together because we all knew we'd keep each other honest. We developed our own language as a team. That carries on today. Throughout the years as new members joined the team, I have had them meet Bob because he's very critical to functioning well on our team.

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***What are the most valuable aspects of his coaching?***

Because he's so forthright and he pushes you, and he's direct. He doesn't hold back in getting out the best of you. He really wants you to learn. He's not going through the motions. He's there to achieve something. As he puts it, our success is his success. He almost makes you feel like you can't let him down.

Bob believes in people as individuals and he's trying to make the best "you." He's not trying to change you so much as he's trying to get the best out of you. He lets your own personal style come through.

***How has Bob's key coaching concept—to be yourself—helped you the most, both professionally and personally?***

He doesn't have a set of generic rules. He believes in people as individuals and he's trying to make the best you. He's not trying to change you so much as he's trying to get the best out of you. I've been with coaches before that say, "take two steps, pause. Look at the audience. Take two more steps." That's unnatural. Bob doesn't make you do anything that's unnatural. But he makes you try things you wouldn't have done, and he insists you do it. And he lets your own personal style come through.

Bob doesn't ask you to do anything unnatural. I believe that's very important. That's different from a lot of coaches. And he gives you a treasure chest of tools.

***Do you find that Silence is indeed a key skill for being an effective communicator? WHY?***

Silence is power. It sows confidence, it sows thoughtfulness. Silence is a very powerful tool when used naturally; it is very effective. Bob instills in our sales team the most important skill, maybe more than silence, is listening. He teaches you to listen. Not to hear, but to listen. If you don't know how to use silence, you're probably not listening. You're just filling gaps, and people pick up on that. Silence and listening makes people like you because they feel they've been heard.

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***From your perspective and viewpoint why is Bob's coaching approach effective in helping individuals build and develop their "Own Best Games?"***

Again, it's his directness, he doesn't give difficult messages. But it's also a caring and warmth with Bob. It's tough love. And he pushes people's boundaries. He had an exercise where he said to me, "ask a client a question and then hand him a pad of paper and a pen and let them write out their answer." I tried it first practiced it on him a couple of times. Then about three or four months later I was in a meeting and I did it and it worked! And it was natural. He doesn't ask you to do anything unnatural. I believe that's very important. That's different from a lot of coaches. And he gives you a treasure chest of tools.

**Compared to other coaches, Bob isn't trying to change you into something you aren't, which helps a lot with confidence. Being told by someone that "you're good, let's make you better," is so much better than we're going to "change" you or "fix" you.**

***Does Bob's key theme, "You are always at your 'Best' when you are Being Yourself " help you achieve your leadership goals?***

Absolutely. That's because compared to other coaches he's not trying to change you into something you aren't, which helps a lot with confidence. Being told by someone that "you're good, let's make you better," is so much better than we're going to "change" you or "fix" you. I believe he understands that

you're at your level because you're talented. Instead of making you feel all self-conscious, he builds on the talents that you have. And particularly for women that's very important because we're often criticized for not being like men. He definitely doesn't do that.

***Based on your own experience, why does Bob's coaching and mentorship work for you?***

It works for me because, again, he's no-nonsense, no fluff. When you work with Bob, you know you've achieved something. You know you've got more tools that you can really use. Often after a session I reflect upon what I've learned. Proof in the pudding is that after you meet with Bob, you're having dinner with your husband and you're excited about all that you've learned. I don't think that's the case with other coaches. There are tangible things you that you achieve. You didn't waste time. Also I'd say Bob is effective because he's direct. Because he's tough. Because he's invested in you and your success.