

WIDE Insights Case Study

High-Stress Tech Firm



CHALLENGE

A **highly skilled Solutions Engineer** at a fast-paced tech firm was on the **verge of being demoted**—literally to the basement. His impulsive negative interactions with his manager, chronic lateness, missed deadlines, and rude behavior toward customers put his **job in serious jeopardy**.

SOLUTION

- **Accommodations:** Transitioned to working from home to reduce office overstimulation
- **Structured Meetings:** Limited to two daily meetings with clear agendas, transcriptions, and follow-ups
- **Accountability System:** Daily check-ins with the manager to maintain focus and track progress
- **Modified Job Expectations:** Shifted responsibilities to align with the employee's strengths

RESULTS

- **Within two weeks**, support systems and accountability structures were in place, **creating immediate improvements** in workflow and communication
- **Within 60 days**, the employee's **performance increased by 80 percent**, and he closed two million dollars in upsells—something he had never achieved before
- He was recognized as **Employee of the Month three months in a row** for his patience with clients and teamwork
- **Customer interactions improved significantly**, with managers and clients alike noting a dramatic positive shift in his communication style

ABOUT

Strategic Partnership between Next Conversation Consulting and Dr. Jessica Hicksted

Next Conversation Consulting is an award-winning, global management consulting firm with a proven track-record of building cultures where employees love to work. NCC takes a holistic approach to talent management to ensure that organizations implement strategies that are simple, scalable and sustainable - the right-sized solution at the right time.

Dr. Jessica Hicksted is a resilient and innovative AuDhd woman who pursues social progress to dismantle barriers and foster inclusive environments where every individual can thrive.