



KLR Consulting

Inspiring Success in Your Leaders and Teams

Head of Digital Transformation Experiences Her own Leadership Transformation with Executive Coaching

Reva Rao Reva didn't come to coaching because she wanted motivation. She came because she was unraveling.

On paper, she was a high-impact leader. But inside a toxic, politically tangled environment, she had started shrinking herself to survive. The confidence she had built over two decades was dissolving under mixed messages, back-channel conversations, and leadership behaviors that left her questioning her own instincts.

Night after night, she replayed conversations, trying to decode what she missed.

She wondered why she wasn't being heard.

She wondered whether she had become "difficult."

She wondered if she was the problem.

And she said something many executives never admit: "I don't recognize myself in this version of me."

That is where our work began.

Executive Coaching "Palate Cleanse"

A Reset Before the Rebuild

Reva didn't want platitudes. She wanted truth.

Our first sessions were what she called "a palate cleanse"; a place to vent, and release, the frustration, the fear, and the exhaustion of performing in a culture where she constantly felt on trial.

Only then could the real work begin.

Together, we dismantled the habits that were protecting her but also limiting her: overexplaining, over owning, appeasing, internalizing, predicting others' reactions instead of asserting her own.

- I pushed her to stop taking conflict as a judgement on her competence.
- I pushed her to see workplace politics not as a personal attack, but as a landscape she could navigate.
- I pushed her to stop waiting to be chosen and start choosing herself.

Reva Rao

Head of Digital Transformation, Blend

Industry: Finance, High-Tech

Challenges:

- Toxic workplace, burned out, confidence eroded

KLR Solutions:

- Executive/Transition Coaching
- Leadership Development
- DiSC Assessment

Benefits of KLR Programs:

- Landed a great job at a company whose values aligned
- Unconditional, confidential support
- Increased confidence
- Happier, more fulfilled, less stressed



And with each session, the fire came back a bit more.

A Leader Reclaims Her Voice

Reva started stepping into meetings differently.

- She stopped apologizing for having strong ideas.
- She interrupted dismissive tones with calm confidence.
- She defined expectations instead of guessing them.
- She learned to read the room and still stay anchored in her values.
- She replaced emotional labor with strategic clarity.

And slowly, she began asking a new internal question — one she still uses today:

“What would Kristi do?”

That was a turning point. It was a signal that she had internalized the leader she wanted to be.

Navigating Politics Without Becoming Political

Reva’s instinct was always to deliver results. But results alone don’t solve organizations with conflicting agendas and uneven communication. She needed to understand the landscape without compromising her integrity.

Together, we practiced the leadership moves she had avoided before:

- Reading the room.
- Knowing when to pause.
- Knowing when to push.
- Seeking input before presenting solutions.
- Creating allies without creating drama.
- Negotiating with clarity instead of emotion.

She started leading conversations differently, and people responded differently.

A New Role, A New Identity

When she began interviewing again, Reva wasn’t just searching for a job, she was interviewing as a leader who knew her value.

Blend saw it and offered her a role with greater scope, visibility, and influence than she’d ever had.

Reva stepped into the job as if she had been preparing for it for years.

Within weeks, she was presenting to national audiences, reframing how sales and product teams told the company’s story.

She became a connector across silos, shaping culture from the inside-out.

Colleagues began saying, “We need Reva in this conversation.”

The CEO took notice. Teams started seeking her guidance. The woman who once questioned her voice suddenly had

one that shaped the room.

“My influence, my impact and my approach to leadership have transformed because of Kristi.”

*~Reva Rao,
Head of Digital Transformation,
Blend*



The Confidence to Lead with Clarity and Influence

Reva no longer leads from fear.

She no longer explains herself into exhaustion or shrinks to make others comfortable. She has influence that transcends her title.

She has confidence with boundaries and strength.

And she asks a new question: “How do I lead the team forward?”

Her internal dialogue finally matches her résumé, and her impact is unmistakable.

She says it best:

“My influence, my impact, and my approach to leadership have transformed because of Kristi.”

The Takeaway for Executives, C-suite leaders, or HR partners?

Most executives do not fail because of a lack of capability. They get stuck because of confidence erosion, organizational politics, unclear expectations, or cultural misalignment.

Reva’s story is not unusual. What is unusual is the speed and depth of her transformation once she had the right coaching partnership. This work helps leaders:

- recalibrate confidence
- rebuild strategic presence
- navigate ambiguous politics
- communicate with clarity and calm
- transition into roles that match their values
- resolve conflict without losing composure
- turn feedback into forward movement

“Kristi gave me tools I use every day.

She taught me how to interrupt dismissive tones, how to redirect conflict, how to set expectations, and how to navigate politics without losing myself.”

~Reva Rao,
Head of Digital Transformation,
Blend

If your organization is navigating friction, turnover, broken trust, or stalled leaders, this is the kind of transformation that changes teams, cultures, and results.

If you’re a leader in transition, this is the kind of partnership that helps you step into your next chapter with power and clarity.

If you’re ready to stop auditioning and start leading on your terms, let’s talk: kristi@klrconsulting.com / (650) 759-8769