

# Coaching Case Study

## ABOUT MICHELLE CALCASOLA

Michelle Calcasola is a Certified Business Coach with Action Coach, the world's number one business coaching firm. She graduated with a Bachelor of Science degree from The Ohio State University. After receiving her degree, Michelle worked for many years in the advertising & marketing industry for several large agencies in Columbus, Ohio.

Michelle later returned to her family business, a small animal Veterinary hospital, to serve at the Practice Manager and Business Director. Over her 18 year tenure, Michelle was able to grow the business significantly in both size and profitability.

She decided to join Take Action Business Coaching (a franchise of Action Coach) with her fellow coaches, Pete McDowell & Peg Buehrle and Dawn Hackett, to help other businesses to achieve their greatest potential and to help reduce the stress and frustration that many business owners and managers feel.

She also enjoys sharing her knowledge through workshops and presentations at industry conferences and through joint efforts with many large companies.

Michelle lives in Dublin, Ohio with her husband, Alex, and her 2 kids, Anthony (10) and Adrianna (8). They are currently working on building their new home in the Dublin area. She has a 1 year old dog named Brooklyn and a 3 year old cat named Zoe. Michelle enjoys spending time with her family and friends and helping out in the community.



## MICHELLE CALCASOLA

TakeACTION Business Coaching  
[www.TakeActionBusinessCoaching.com](http://www.TakeActionBusinessCoaching.com)

614-602-5191



New Clients,  
Call Today!  
(248) 213-9246



[www.KimballVet.com](http://www.KimballVet.com)

16 staff members / Roughly 3,000 active clients (and growing)

**38.6% Growth in less than 3 years**

Jason Rivas (Owner) and Katie Spence (manager)

Jason and Katie said they were having staffing issues. They needed to boost staff morale and create a better company culture for their animal hospital. They were doing things that were not conducive to a future of keeping good staff. They were not presenting things appropriately. So they decided to hire a coach to keep up with the hospital's growth and to make the managerial experience the best it could be.

Katie said she has learned how to create, maintain, and grow the company culture. Jason said he has learned a lot about hiring and firing, and balancing being nice and having rules at the same time. They have both learned a lot how to keep up with the growth of the hospital, including planning and organizing.

Michelle has worked with Kimball Vet for almost 3 years now. Since Michelle worked in vet hospitals in the past, Jason and Katie said she can relate to them very well. They said Michelle is very personable and open, easy to contact and talk to. They described Michelle as no-nonsense, keeping them in check along the way. Along with being amazing, the support Michelle gives is well rounded, from emotional support to HR to finances, and more. She is the full package!

**TAKE ACTION** business coaching  
*Changing Lives One Business at a Time*