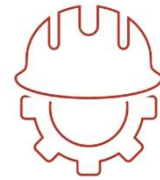


MINI CASE STUDY

Global Manufacturing Company



THE FOCUS

A global, employee-owned manufacturer of conveying components for a diverse group of industries including aggregate, mining, forestry, grain, unit handling and food processing.

Over 700 employees worldwide and 12+ facilities.

THE SOLUTION

After a comprehensive discussion of challenges, objectives, and key metrics to impact, a seven-module program was implemented over 3 months to address their needs.

Sessions were provided on-site and virtually and included application activities inside and outside of class.

THE CHALLENGE

While the company had a history of promoting from within, they had failed to train their new managers on how to lead others and equip them with the ability to address performance issues on their teams. They sought a program that would provide growth and development opportunities for their managers and tangible ways to track participant application and workplace impact.

Target audience: managers across 3 facilities in North America.

THE OUTCOME

Program participants experienced a significant impact in confidence, both in leading others, as well as addressing the performance issues within their team.

Company stakeholders were extremely pleased with the application of program components by participants on the job.

The company has run multiple implementations of this program to date.

KEY MEASURABLES

Participants:

took nearly

150

personal actions toward their desired leadership behaviors

experienced a

52%

improvement in self-assessed scores on targeted leadership habits

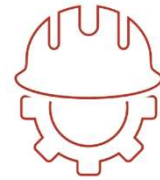
experienced a

48%

increase in their confidence in addressing performance issues on their teams

MINI CASE STUDY

Global Manufacturing Company



THE FOCUS

A global manufacturer of composite materials used in wind turbine blades and the transportation industry.

Over 13,000 employees worldwide and 12 facilities.

THE SOLUTION

After a comprehensive discussion of challenges, objectives, and key metrics to impact, a seven-module program was implemented to address their needs.

Sessions were provided on-site weekly and included application activities inside and outside of class.

THE CHALLENGE

Production leaders were often promoted from the production floor due to their technical skills rather than their leadership skills.

The organization had a severe problem with turnover and engagement. The organization believed their production leaders were not equipped to impact either metric positively.

Target audience: production leaders in one North American facility.

THE OUTCOME

In the first program year, participants achieved a significant reduction in team turnover and an increase in engagement. The organization also experienced dramatic improvements in communication and relationship building, two leadership competencies targeted as key drivers in improving both turnover and engagement.

The company continues to run this program with all new production leaders.

KEY MEASURABLES

Participants experienced:

42%

improvement in self-assessed scores on targeted leadership habits

The Organization experienced:

32%

decrease in employee turnover

72%

decrease in absenteeism

8%

improvement in employee engagement

MINI CASE STUDY

Electrical Contracting Company



THE FOCUS

A regional electrical contracting company who serves the industrial, commercial, educational, residential, and agricultural markets. A premier provider of services in the state, the company has grown rapidly in their 20 years of operation and employs 150 team members across the state of Iowa.

THE CHALLENGE

Foreman, as well as office and project managers, had been promoted to leadership without any formal leadership training which led to gaps in their effectiveness.

Turnover was a concern based on employee surveys, so the organization sought to impact it through stronger interpersonal relationships and the management of stressful situations and conflict.

Target audience: 20 project managers and office staff.

THE SOLUTION

After a comprehensive discussion of challenges, objectives, and key metrics to impact, a ten-module program was implemented to address their needs.

Sessions were provided virtually on a weekly basis to accommodate participant locations and COVID restrictions.

THE OUTCOMES

Organizational Leadership Assessment

Up to 17% improvement in key measures related to employee engagement

Application & Practice of Leadership Habits

395 documented actions taken by program participants, leading to a 47-60% improvement in their self-assessed performance in targeted areas

Leadership Confidence

A 200% increase in leaders who rate themselves highly confident in being able to tackle team performance issues.

69% of participants rated themselves "high" in this category.

The average improvement in this metric was 33%.

Leadership Habit Creation

85% of participants reported that they had created strong habits that would improve their daily leadership

Turnover

Q1 7.6%

Q2 8.4%

Q3 9.8% (Program Implementation)

Q4 5.0% (Post-Program)

MINI CASE STUDY

Tower Construction Company



THE FOCUS

A family-owned company and a leading provider of communication tower construction and maintenance services, Their teams work throughout the Midwest and hold safety as their highest value.

Over 30 employees operating across five locations and 3 states.

THE CHALLENGE

While the company's focus on safety training had been long-standing and successful, the company had provided little training on leadership or soft skills.

Company leadership wanted to evolve manager mindsets around their role, equipping them to coach, train, develop, and build trust with their team members.

Target audience: 25 crew leaders and project managers.

THE SOLUTION

After a comprehensive discussion of challenges, objectives, and key metrics to impact, a ten-module program was implemented to address their needs.

Sessions were provided virtually on a weekly basis to accommodate participant locations and COVID restrictions.

THE OUTCOMES

Organizational Leadership Assessment

Up to 21% improvement in key measures related to employee engagement

Application & Practice of Leadership Habits

680 documented actions taken by program participants, leading to a 21-67% improvement in their self-assessed performance in targeted areas

Leadership Confidence

A 213% increase in leaders who rate themselves highly confident in being able to tackle team performance issues.

62% of participants rated themselves "high" in this category by program conclusion.

The average improvement in this metric was 41%.

Leadership Habit Creation

83% of participants reported that they had created strong habits that would improve their daily leadership