

MINI CASE STUDY



Non-Profit Disability Services

THE FOCUS

Located in Iowa, this regional non-profit provides services and support for people with physical and intellectual disabilities through residential, employment, and day habilitation services. The company has over 220 employees across 3 Iowa facilities.

Target audience: 20 managers across 3 locations.

THE SOLUTION

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

Weekly sessions were held on-site.

THE CHALLENGE

Due to growth, they promoted a large number of new managers with no leadership experience, and their experienced leaders had no formal leadership training, leading to low confidence in their abilities.

Additionally, turnover rates were extremely high, and they were convinced that it was due to managers lacking the necessary tools to lead well.

THE OUTCOME

At the time of program implementation, the organization also introduced a new compensation structure, and as a result, saw significant improvements in turnover. While they were unable to assess how each variable impacted these metrics, they strongly believed the program was a contributing factor.

Participants also reported a deepening of team relationships and trust as a result of going through the program together.

KEY MEASURABLES

Participants:

completed over

390

personal actions toward their desired leadership behaviors

experienced a

46%

improvement in self-assessed scores on targeted leadership habits

experienced a

42%

increase in their confidence in addressing performance issues on their teams

MINI CASE STUDY

CPA Firm



THE FOCUS

A successful CPA firm that had nearly doubled in the last 5 years of its 40+ year history. The company has over 65 team members in Iowa and Missouri.

Target audience: 23 managers and office staff member across 2 sites.

THE CHALLENGE

Company managers were relatively new to their positions and had been promoted to leadership without any formal leadership training, leading to gaps in their effectiveness.

Leader confidence in having difficult coaching conversations was a concern, as well as leaders being able to delegate projects and drive performance within their teams.

THE SOLUTION

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

Weekly sessions were provided onsite to allow participants a focused block of development and repetitive application of programs concepts.

THE OUTCOMES

Organizational Leadership Assessment

- **10pt** improvement in clear expectations and manager communication effectiveness
- **9pt** improvement in manager feedback
- **2pt** improvement in manager recognition

Application & Practice of Leadership Habits

Over **340** documented actions taken by program participants, leading to an average **66+%** improvement in their self-assessed performance in targeted areas

Leadership Confidence

A 370% increase in leaders who rate themselves highly confident in being able to tackle team performance issues.

- **63%** of participants rated themselves “highly confident” in being able to tackle team performance issues at program conclusion up from 18% at program start
- **71%** average individual rating improvement in confidence

Leadership Habit Creation

100% of participants reported that they had created a strong habit that would improve their daily leadership