


 solutions

Root Compass® Manager Development Program

Research shows that frontline managers are often considered the “least ready” work-group within organizations – even less so than entry-level employees. Problems can occur when competent, individual contributors are promoted into people-leader roles and expected to know how to manage without proper preparation. While they may be trained in technical or operational areas, the human equation is left to chance.

This gap in understanding and capability prevents managers from connecting their teams to the company strategy. This can result in low employee engagement, high frontline turnover, and customers who may not receive the best service or experience – all areas in which organizations can’t afford to fall short. Part of the challenge lies in making the right training opportunities available so managers can bring their best selves to the table and make the greatest impact.

Arming the front line

Managers are the conduit between those who create the strategies and those who are tasked with bringing them to life. Therefore, they must master a range of interpersonal skills and business insights. Training for managers must be comprehensive, memorable, sustainable, and tailored to your business priorities so they can focus on developing their teams to achieve the business goals.

“At the store level, the impact [of Root Compass®] has been extraordinary, with the program consistently getting rave reviews. Immediately after the initial rollout, we saw more confident managers and more engaged associates, evidenced by our engagement survey, and our customer satisfaction metrics have improved markedly across the board.”

*– Charlie Piscitello,
Senior Vice President
and Chief People Officer,
Petco*


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The Compass program had the most remarkable participant feedback scores I've seen for any program in my 15 years of Organizational Development. The approach used – which was highly engaging and interactive, enabling our leaders to share their experiences and perspectives and learn from each other – was as important as the content. Months after going through the program I continue to receive comments from leaders on the impact the experience had on them and their teams.

– Joe Marques Manager, Organizational Development & Learning, University Hospitals.

The Root Compass® Manager Development Program ensures that content delivery is compelling, practical, and action-oriented. We use a variety of solutions including Strategic Learning Map® modules, games, videos, assessments, visual exercises, building blocks, role playing, and journaling to keep the process fun and uniquely effective, delivering greater retention and tactical application. And because the program is memorable and easy to apply, you'll see higher adoption, noticeable behavior change, and an impact on your business right away.

The Root Compass® program is designed to help managers focus on four areas:

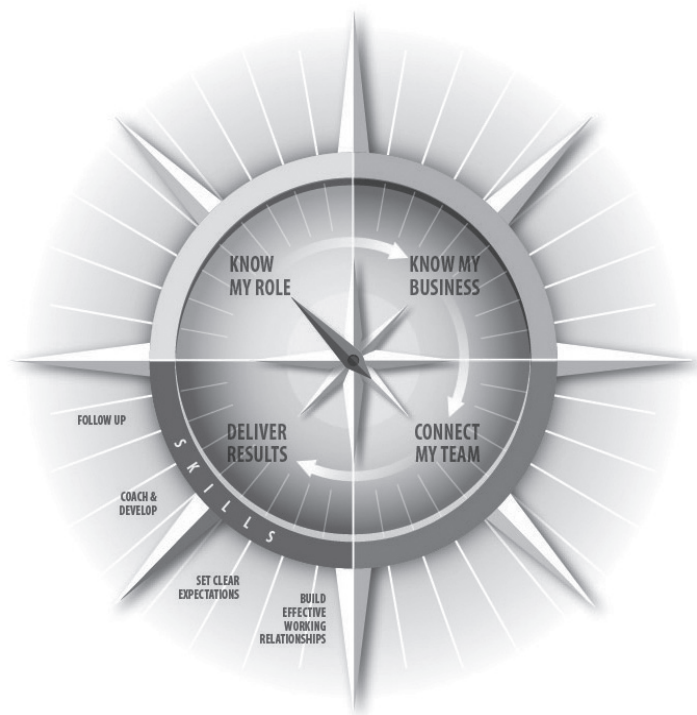
- Knowing their role
- Knowing the business
- Connecting their team to the business
- Delivering results

Connecting skills training to strategy

The Root Compass® program consists of eight modules combining Root's unique learning methods with best-in-class content. Designed to train new managers and enhance the effectiveness of seasoned ones, the program focuses on connecting employees to the business strategy through better management.

Throughout the program, your managers will:

- **Gain clarity** – A clear point of view helps managers recognize that their own success depends on building engaged and capable teams.
- **Learn simple, effective models** – A straightforward management model focuses on simple processes for delivering results through your teams.
- **Take part in an engaging learning methodology** – An immersive experience keeps the learning fun and memorable and enables manager involvement, information sharing, analysis, and opportunities to practice specific conversations.
- **Be guided by a trained facilitator** – We train facilitators from your own organization to lead you on a journey to gain new insights and skills. This is more effective than a traditional “tell” process.





- **Benefit from customized content** – Our highly applied, practical program focuses on delivering your organization’s specific strategic priorities.
- **Come away with sustainment tools and activities** – Exercises and a support program drive accountability for change, as managers translate learning into a new way of managing.

Effective managers of frontline employees are the most important driver of business performance and engagement.

Source: Leadership Development Roundtable, The Rise and Fall of the Informal People Manager, Corporate Executive Board.

Yielding better business results

The Root Compass Manager Development Program yields more engaged, knowledgeable front line managers prepared to deliver business results. They will better understand your strategy and relay it to their teams in a meaningful way. Managers will know that their top priority is focusing on their people. Most of all, they will have the skills to develop people to perform at their highest potential, which translates into more engaged employees, lower turnover, and ultimately, higher customer satisfaction. Because it focuses both on the skills that managers need to successfully coach and support their teams and the understanding of how to connect their team’s roles to strategy, the Root Compass® program is unlike any other manager training. And it delivers powerful results for organizations.



APG Partner

Contact Information

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Advantage Performance Group is a professional services firm dedicated to providing a continuous stream of creative learning solutions that equip individuals, teams and organizations to be the best at what they do.

About Root

Root is a strategy execution company that helps organizations engage people as a catalyst for change using a proven framework that consistently achieves clarity, ownership, and results.

