

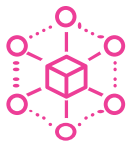
Leader as Coach...

Case study



Client need

Seeking a more agile culture, a CPG company recognized the need to empower its people to become more customer-centric and improve decision-making. To achieve this vision, leaders needed to adopt a way of leading that was rooted in coaching.



The solution...

- Ran virtually, enabling fast deployment across geographies.
- Allowed managers to receive a personalized approach, working in small six-person groups with a professional coach to explore and practice the application of ideas.
- Included four two-hour virtual sessions with practical 'go-dos' in between, which are on-the-job application challenges. These occurred over the course of three months.
- Covered topics including: building trust, inclusivity, adapting coaching style, asking powerful questions, creating a feedback culture and engaging in difficult conversations.



Results

97% of participants said they changed due to the experience

"My team is thinking for themselves rather than me telling them"

98% participants said they would recommend the experience

"Great facilitators, material is unique, course was great!"

34% increase in efficiency, **24%** increase in quality and a **16%** in leadership talent retention