

# CREATING A CULTURE OF CARE

Our Creating a Culture of Care program is highly experiential and interactive, and it can be delivered virtually in three 3-hour modules, or as a one or two-day, in-person program.

**Expected Outcomes** || Participants will learn communication and coaching tools that they will immediately apply as leaders. They will develop skills that are needed to demonstrate their company's values and create a culture of care. Participants make a commitment to applying these tools when they're back at work.



## Format

1-Day In-Person  
2-Day In-Person  
3, 3-hour Virtual Session



## Staffing

1:24 Facilitator Ratio In-Person  
1:48 Facilitator Ratio 1 Facilitator; 1 Tech Moderator (virtual)



## Participants

Minimum 12 participants  
Maximum 24 for In-Person  
Maximum 48 for Virtual



## Audience

Professionals / Managers, Emerging Leaders

## Key Topic Areas

- Culture of Care Framework
- Venting and Empathizing
- Deep Listening Tool
- Ladder of Inference Tool
- Keep/Stop/Start Tool
- Tailor Message to Audience Tool
- Learning Window Tool
- Continuous Improvement Tool
- Respectful Win-Win Dialog Tool

Level 1 Customization for company's desired values and behaviors. Client chooses tools for each Quadrant and customizes Role Plays.

## 1-DAY IN-PERSON AGENDA

MORNING	AFTERNOON	POST-PROGRAM
<p>8:30 am Opening</p> <p>Coaching Culture Context &amp; Framework</p> <p>Quadrant 1- Company Value 1 Venting and Empathizing Tool Deep Listening Tool</p> <p>Quadrant 2- Company Value 2 Ladder of Inference Tool Keep/Stop/Start Feedback Tool</p> <p>12:00 pm Lunch</p>	<p>1:00 pm</p> <p>Quadrant 3- Company Value 3 Tailor Message to Audience Tool Learning Window Tool</p> <p>Quadrant 4- Company Value 4 Continuous Improvement Tool Respectful Win-Win Dialog Tool</p> <p>Whole Group Debrief</p> <p>5:00pm Program Close</p>	<p><b>Optional Add On:</b> Post program coaching session to solidify the full presentation</p>



# CREATING A CULTURE OF CARE FOR BUILDING CARING & COACHING CULTURES

## THE CLIENT

Hologic

## THE PROBLEM

Hologic sought a coaching program aligned with their values to support their "Culture to Perform" and "Culture of Care." The program needed to equip leaders with tools and resources for effective communication and coaching that incorporated both empathy and accountability.

## OUR SOLUTION

IOL delivered a one-day, in-person program for 25 leaders using IOL's culture of care framework that incorporates company values and behaviors. The program uses interactive Role Play and Real Play scenarios to reinforce learning and provides participants with eight practical tools for immediate implementation for creating a culture of care.

## THE RESULTS

The training session was rated highly and 100% of participants said it met or exceeded their expectations. Participants enjoyed how engaging the training was and said they were excited to start using the tools to help them create a culture of care. Hologic has scheduled more programs for this year.

*"This was the best training program I ever attended."*

Hologic Senior Leader Participant



## WHO

**Inside-Out Learning** is a global consulting firm based in Arizona. We change people from the inside out with our in-person and virtual programs, helping them transform their companies with increased employee engagement, improved retention, increased promotions, and revenue growth.

Over the past 20+ years, IOL has saved our clients over \$1 billion dollars by helping improve organizational dynamics, increase employee engagement, raise retention rates, and develop next-generation executives. We have also helped our clients win over \$2 billion dollars in new business with our Authentic Presence and Presentation Skills program.

We know how to transform leaders with our award-winning research and have the bottom-line results to prove it. We look forward to working with you and your most important asset, your people.

## IOL MISSION

We elevate people, teams, and organizations to perform at their highest potential.

## IOL VISION

Our transformative learning programs develop and inspire today's global workforce and society.

## IOL SERVICES

**Leaders** | The Authenticity Code™, Leadership Coaching, , Keynote Speeches

**Teams** | Leadership Team Off-Sites, Relationship Repair Workshops, Virtual Workplace Engagement, Training Modules

**Organizations** | Culture Change Programs, Change Management Consulting, Developing a Coaching Culture, Enhancing Customer Relationships, RFP & Sales Consulting, Diversity & Inclusion Workshops

## IOL IMPACT

Developing next generation of leaders. Authentic, engaging leaders, better prepared for their next level positions.

50+% promotion rate and 90% retention rate.

