



CASE STUDY: GOVERNMENTAL TRAINING

THE BACKGROUND

One division (50 people out of 1600 employees) of a government transit agency was looking to improve leadership skills and subsequently drive succession planning among the managers. This fast-growing agency was experiencing growing pains in delegation of duties, embracing change, and public rapport.

THE PROBLEM

Poor decision making by previous leaders had damaged public confidence, created inefficient silos, and general apathy. The client was in distress over distribution of workload, responsibilities and accountability, and change management.

THE SOLUTION

We are designing and delivering bi-monthly training in progression over a three-year contract. Our approach is to focus on the individual leader in year 1, the team in year 2, and the collaboration in year 3. Our focus is breaking down silos by building relationships, developing accountability, and using a buddy system to keep the learning alive between sessions. We have paired the group training with individual coaching to challenge leaders to bring their new learning back to their staff.

WHERE ARE THEY NOW

We continue to design training content to match the current climate with the client, delivering with real-life examples for ease in discussion. We hold coaching sessions with the individuals, alternating between in person and remote coaching so that each person has a session between every training program.