

The Strategic Leader: Case Study

In August 2024, we started working with 12 leaders at a fast-growing national Disability Services provider.

Our task

Our task: to equip the leaders with the skills to make good decisions, lead their teams and raise the delivery standards.

The program

Before the program properly started, we conducted interviews with the business owners, and with most of the participants to assess the development needs. We also conducted 360 reviews for each participants. These input allowed us to tailor the program to the most common needs: strategic decision-making, building team buy-in.

Program roll-out

- Full day launch workshop on Self-Leadership and Emotional Intelligence
- Monthly modules on Critical Thinking; Coaching People; Proactive Communication; Strategy Delivery

Modules supported by:-

- 20 x 1-1 coaching slots
- Leadership cascades (where we took the learnings from the Proactive communication session and got the leaders to train their teams)
- 30-day habit builders to support each session.

Note: this program was the precursor to The Strategic Leader, so it combines elements of the new program with elements of our more general management and leadership programs.

The Results: Develop & deliver.

Feedback

After each session we asked participants how likely they would be to recommend the sessions to other leaders. They gave an average feedback score of 9.3/10.



9.3/10 average feedback

Behaviour Change:

After our first session on Self-Leadership, participants committed to a new 'self leadership' habit for 28 days – and they showed a +119% improvement (based on checking in ~9 times on their progress with a rating out of 10. They went from 3.1 to 6.8.



+119% behaviour change

Strategy delivery

Each participant delivered a strategic plan which cascaded off the overall business strategy.

Monthly training modules were designed to support the capabilities in the overall business strategy, which centered on 'impeccable standards of care'.

During the program, the organisation's services and compliance were audited; and they scored the highest possible scores. We do not claim that the training drove this, but the auditor commented that the leadership program was the best they had seen in this sector. And the organisation's CEO renewed the leadership program for a second year.



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