



#### // Business Context & Client Need

An industry leading, global-manufacturing company recognized that many of their mid-management leaders in Canada lacked the skills to develop upcoming talent and create a culture of innovation, empowerment, and excellence.

The client asked Optimum Talent to design and implement a program that would help mid-level managers to:

- Act as a coach, not a boss
- Create opportunities for growth and development
- Align teams to a common goal
- Encourage team members to embrace change
- Manage conflict more effectively

#### // Our Solution

To create sustainable, behavioural changes, we designed a five-component program to:

- Identify individual preferences, strengths, and opportunities for development
- Teach the skills necessary to foster development and improve organizational performance
- Accelerate individual development
- Measure impact

#### // The Program

1. Initial 360 evaluations.

2. Five group coaching sessions:

*Becoming a Coaching Manager*

*Engaging Employees*

*Interdepartmental Collaboration*

*Managing Conflict*

*Managing Change*

3. Five individual coaching sessions to accelerate the development of new behaviours.

4. Follow up 360 re-evaluations to measure each manager's progress.

5. Post program peer-to-peer coaching to support ongoing transformation and create a culture of trust.



#### // The Impact

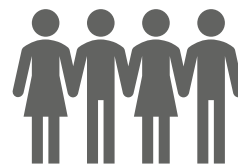
The client measured a Return on Engagement (ROE) score of 9.5/10 via pulse talent check-ins and comprehensive employee engagement surveys.

The executive leadership team was so pleased with the cultural impact that the first program created in 2015, that they engaged Optimum Talent to repeat the program with four additional manager cohorts in 2017 and 2018.

Upon program completion, 168 mid-level managers will have participated in this leadership development program.



**ROE of 9.5/10**



**168 Participants**



**5 Cohorts**