

## How it Works: A Pivot Case Study

### Client

A large employer based in the Midwest was embroiled in a significant change process last year, including office moves, culture change, and new skills requirements for the workforce.

### Situation

Stress and burnout was high, employee wellbeing low, and communications mishaps had created more tension throughout the organization.

### Solution

Partnered with the company's human resource and people development leaders to identify areas for individual, team, and culture development. Created a customized learning program to improve communication, reduce staff negativity, increase employee self-fulfillment, and help the team feel unified and inspired to build a radically more successful future.

### Workforce Transformation Curriculum

Implemented a learning and development program including one-on-one coaching and monthly group learning sessions to help employees skill-build on specific topics:

1. Cultivating a Growth/Success Mindset
2. Self-Care, Stress Management & Burnout
3. Building Trust & Psychological Safety
4. Emotional Intelligence & Barriers to EQ
5. Presence, Productivity & Time Management
6. Feedback Skills that Work
7. Creating a Resilient Culture
8. How Your Inner Critic Becomes an Inner Coach
9. Effective Communication Skills
10. Creating and Keeping Teams Healthy
11. How to Have Difficult Conversations
12. The Four Agreements of Conscious Leaders

### Results

Interview and survey data demonstrated improved team dynamics, mindset, and behavior shifts in the following areas:

FROM		TO
Controlling	→	Empowering
Rigid Plans	→	Experimentation
Knowing	→	Learning
Withholding	→	Sharing
Silos	→	Networks

