

# CASE STUDY: Renowned Non-Profit Science Centre aligns its directors and managers around a fresh framework for their future growth.

## Our Client

Science World is charitable non-profit science centre that engages learners (in STEAM (science, technology, engineering, art & design and math).

## The Opportunity

Ignite a coaching culture by building relationships across the organization and integrating coaching skills into people leaders' daily operations.

## The Solution

Our client partnered with us to help their directors and managers develop and sustain coach-like behaviors.

By design, both cohorts were trained simultaneously for maximum impact at an individual and organizational level. Learning a shared coaching language and framework enhanced relationships and conversations between the director and manager groups.

The Coach-Like Leader Experience™ provided a practical, proven framework, actionable tools and deliberate practice to help all participants apply their new skills during and post program.

As the majority of the people leaders in the organization completed the training, there was a noticeable culture shift to more coach-like behavior.

## The Results

Key program outcomes:

- ▶ Both managers and directors saw an increase in their coaching skills.
- ▶ Directors and managers began conducting quality coaching conversations with their team members.
- ▶ Directors and managers all viewed coach-like leadership as an important leadership skill.
- ▶ Although in separate cohorts, managers and directors starting coaching each other regularly.
- ▶ Participation in the self-guided online learning and coaching pod cohorts was well received and completion rates were high.

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Our leaders had not had any formal leadership training in a number of years, so The Coach-Like Leader Experience™ was a fresh start for many.

I was so happy to see the level of engagement from our Managers and Directors, both in the online program and coaching pods, but even more importantly seeing them implement coaching practices into their daily interactions with their staff and each other was inspiring.

Coaching and Leadership are now a more regular part of the day-to-day conversations, and our leaders now understand the importance of strong leadership in their daily operations.

- Pia Collins, Vice President, Human Resources, Science World