



Mental Health Agency Invests in Next-Generation Leaders with Executive Coaching and Targeted Advisory Support

Company Profile:

- With 70 years of experience, Agency transforms lives by providing quality mental health care and substance abuse services in communities where stigma or poverty limit access
- Agency serves more than 74,000 children and adults each year from 11 locations and 100 schools throughout Los Angeles and Orange Counties

Business Challenge:

- Agency wanted to promote several high-potential, mid-level program leaders and needed to give them the specific leadership tools they needed to succeed in these higher-level roles
- Some department heads were also struggling to meet expectations in their current leadership roles and required targeted coaching to get back on track

Executive Coaching and Leadership Development solutions provided include:

- Interviewed HR leadership and each leader's direct supervisor to assess current leadership capabilities and identify specific development objectives
- Conducted quantitative and qualitative 360-degree surveys to further assess current leadership behaviors and skills, leveraging both online survey questionnaires and structured interviews to facilitate these efforts
- Facilitated individual feedback sessions with each leader to review their DiSC Classic profiles and 360-degree survey results as well as develop personal action plans to guide the coaching process
- Designed and facilitated a variety of leadership development activities and focused coaching conversations, specifically helping individuals develop the skills required to perform in their current and elevated leadership positions
- Provided targeted support in the areas of delegation and accountability, performance management, peer and internal customer relations, and communications and executive presence in particular
- Also designed and facilitated Executive Staff retreat to enhance collaboration and communication amongst senior leaders and develop the Agency's strategic plan for the year ahead

Key Business Results:

- Enabled several of the Agency's leaders to assess their personal leadership strengths and identify specific opportunities for enhanced performance
- Facilitated highly effective leadership development and coaching programs to groom the Agency's Next-Generation leaders to assume increased leadership responsibilities and get to the next level
- Successfully turned around struggling leaders and supported them in significantly improving performance in their departments

“

Jeremy has successfully coached several members of our leadership team this past year. Whether it was a high-potential leader transitioning to the next level or leaders struggling in their current roles, he always brought out the best in them, consistently enabling them to achieve their full potential and deliver greater value to the Agency.

- Vice President, Human Resources

”

