

# Strengthening leadership capability



## The need

The University of Maryland were seeking a leadership development partner to work with their leaders to build Inclusive Leadership Behaviors – with the ultimate goal of university staff feeling an enhanced sense of belonging, inclusion, well-being and productivity.

## Our solution

We agreed a one-to-one personalized coaching intervention to provide support for leaders over several months towards the shared organizational objective. Focus areas included:

- Developing and leveraging team members
- Holding team members accountable
- Cultivating self-awareness
- Forging confidence and assertiveness
- Strategic thinking and contributing to the wider university

Feedback and evaluation surveys via our Sounding Board platform enabled close monitoring of the impact of the program both on leaders and their staff. Line managers of leaders were involved throughout the program and their feedback sought regularly.

## The impact

Leaders participating strongly endorsed the impact of their coaching:



Line managers of the leaders being coached were similarly positive, reporting many improvements leadership behaviors:

- Commanding more respect from their team
- Enhancing conflict resolution
- Strengthening relationships and team cohesion
- Demonstrating visible and supportive leadership
- Actively contributing to the success of their teams

## Impact

65%

Performance improvement was reported for leaders engaged in coaching

21%

Increase in leaders feeling positive about their job

58%

Reduction in leaders struggling 'a great deal or quite a bit' with understaffing