

# Nonprofit:



First-level leaders at a nonprofit deliver dramatic results in the communities they serve.



## Challenge

One of the largest nonprofits in the western United States had a sprawling mission and too many good ideas. To increase their impact, they needed to focus and execute on their highest priorities.

## Solution

Through their 1,400-seat FranklinCovey All Access Pass®, the nonprofit leveraged *The 4 Disciplines of Execution*®, *The Speed of Trust*®, *Leading Customer Loyalty*®, and *The 5 Choices to Extraordinary Productivity*® eLearning modules, and served as beta testers for *The 6 Critical Practices for Leading a Team*™ and *The 4 Essential Roles of Leadership*™.

## Results

After receiving leadership-development training for the first time, frontline and mid-level managers realized they had a voice and could influence the organization, inspiring results in every division within four months.

In one narcotic step-down facility, a young leader wanted to explore how she could make her unit more effective. She began to investigate why her facility only used thirteen beds, despite having capacity for forty-two. As it turned out, there was no reason they couldn't operate at full capacity, and they made the change. The leader provided an additional \$400,000/month in billable revenue

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because of her new mindset of inquisitiveness and proactivity.

In a domestic abuse shelter, a manager had instilled a militaristic culture that intimidated families seeking shelter. After training, the staff proactively decided to increase customer satisfaction. They hypothesized that they could improve relationships between staff and residents by writing personal notes that focused on the residents' strengths, instead of ways to improve. The domestic abuse shelter achieved huge improvements in customer satisfaction scores as a result.

### Industry

Nonprofit Organization

### Number of Students

250–350

### Opportunity

An organization overflowing with creative concepts uses FranklinCovey's All Access Pass to prioritize and finalize their ideas.

### Solution

- The FranklinCovey All Access Pass®
- *The 4 Disciplines of Execution®*
- *The Speed of Trust®*
- *Leading Customer Loyalty®*
- *The 5 Choices to Extraordinary Productivity®*
- *The 6 Critical Practices for Leading a Team™*
- *The 4 Essential Roles of Leadership™*



The FranklinCovey All Access Pass® allows you to expand your reach, achieve your business objectives, and sustainably impact performance with unlimited access to FranklinCovey content. The pass comes complete with tools, assessments, videos, digital learning modules, and all of FranklinCovey's training courses—available Live-Online, On Demand, and Live In-Person.

For more information, contact your FranklinCovey client partner at 6819 9400.

