

CLIENT SUCCESS STORY



"The MindsetGo training was tailored to current obstacles employees face, which resulted in strategies that were implemented immediately following the workshop. I knew the team was excited because right away I heard people asking when the next training session would occur."

PHIL COAKLEY

Human Resources Director
Trendsetter Homes

EMOTIONAL AGILITY TRAINING SUPPORTS NEW LEADER DEVELOPMENT.

On-site training creates genuine progress, visible improvement, and mindset shifts.

TRENDSETTER HOMES SUCCESS STORY

When I joined Trendsetter Homes, I quickly realized that we were becoming victims of our own success. We were growing rapidly and moving people into management positions and had to ensure they had the necessary skills to succeed. New leaders had to be ready for all the challenges that happen when transitioning from individual contributors to leadership roles.

Having worked in leadership and development for over 20 years, I knew that I wanted our training sessions to be live and on-site. This would enable new leaders to learn from each other as well as the facilitator. I also wanted a program that wasn't just one training session. We needed a set of topics that would help our people grow while they created new habits and skills.

I found my answer after hearing the founder of MindsetGo, Mark Altman, speak at a local SHRM conference. My team and I agreed that their multi-session, in-person programs would enable our team to learn, experience, and reinforce the new techniques they would be learning. We worked with the MindsetGo team to select a continuous learning program that fit our needs, focused on emotional intelligence, open communication, setting expectations, empathy, and accountability.

I participated during the training and our young leaders were incredibly engaged and loved that they could bring up real business examples and communication problems they experience on a daily basis. Every session reinforced the tools and strategies the team had learned and reviewed the progress they had made applying the techniques between sessions.

As a result of the strategies learned, company leaders successfully executed conversations with their teams, leading to better collaboration, consistent outcomes, and quicker processing of tasks and projects. I'm thrilled to see how quickly our teams have embraced what they've learned in each session. The most rewarding thing is that employees tell me they've noticed a change in how their leaders communicate with them.

CHALLENGES

- Developing leaders for a fast-growing business
- Needing new managers to learn leadership skills on the job
- Setting clear expectations consistently as new leaders
- Establishing a communication framework between leaders and employees

OUTCOMES

- Immediate feedback from employees that leaders and communicators are aligned
- Clear and detailed expectations have improved efficiency
- More effective conversations that drive change and action