



# CONNECT

## Nationwide Healthcare Consortium

Making "mission-critical" changes through coaching



### Impact

**90%** of participants say they have more effective interactions with direct reports

### Scale

**250** managers

### Speed

**4 weeks**

### The challenge

A U.S. healthcare consortium realized that it needed to make "mission-critical" improvements to manager capability, specifically around coaching.

The company needed to increase engagement and inspire more creativity and collaboration in one of its major regional practice groups.

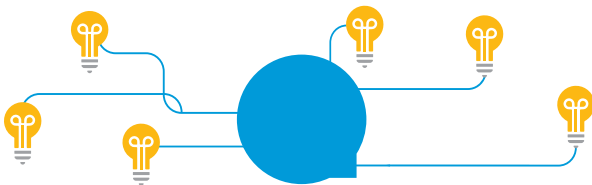
In partnering with the NeuroLeadership Institute, the goal was to move away from a top-down style, in which managers provided solutions directly, and toward a reality where direct reports were guided toward insights of their own.

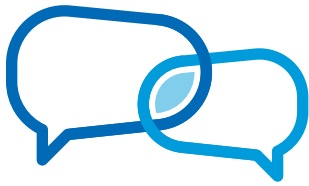
### The science

- Effective learning begins with growth mindset, or the belief that skills can be improved.
- Positive interactions depend on minimizing social threat and maximizing reward.
- The strength of a person's insight predicts their motivation to take action.

**"I now encourage others to come up with creative solutions themselves. It's highly engaging."**

- Manager Participant





# CONNECT

The Neuroscience of Quality Conversations

## CONNECT: How It Works

Duration: 4 weeks

- Weeks 1-3: Participants watch three 5-minute videos in small groups, then use the discussion toolkit
- Week 4: Participants attend an interactive webinar to cement learning

## The solution

NLI worked with the client to deliver the scalable learning solution CONNECT: The Neuroscience of Quality Conversations. The program is designed to help leaders build new habits in conversations, so they can instill growth mindset in their teams, have socially rewarding interactions, and help employees arrive at novel solutions to vexing problems.



83%

of participants say they give direct reports better feedback



85%

of participants feel more confident about discussing mistakes



## The results

The CONNECT program left managers with concrete strategies, in the form of new habits and conversations guides, to boost coaching capabilities. Follow-up surveys indicated 89% of participants say they are better at supporting direct reports in problem-solving, and 87% are better at growing and developing direct reports.

The data speak to an emerging culture of coaching at the company. Managers are offering more regular feedback to guide behavior and reach the desired outcomes more quickly. Ultimately, 89% of participants say they recommend CONNECT to other leaders.