

## CORE COMPETENCIES

From front line managers to senior leaders, each organization has unique leadership requirements. Our leadership development consultants turn those requirements into customized experiences that align with culture and people strategy to drive tangible performance results. gothamCulture offers the following leadership development services:



### EXECUTIVE COACHING

- One-on-One Executive Coaching
- Leader Coaching
- Team Coaching
- Feedback Coaching

### LEADERSHIP LEARNING & DEVELOPMENT

- Delivery of customized, pre-existing courseware at any scale
- Bespoke courseware development and facilitation
- Content licensing & train-the-trainer

### LEADERSHIP TEAM & BOARD ALIGNMENT

- Leadership Team and Board Alignment
- New Leader Assimilation
- Team Assimilation
- Team Reboot Process

## LEADER DEVELOPMENT PAST PERFORMANCE

### Clients

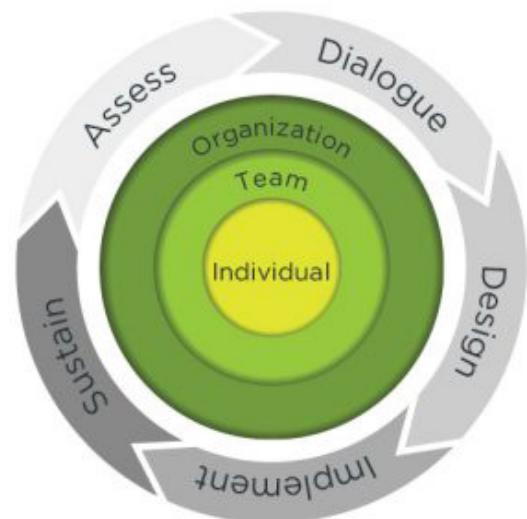
- » ProMedica
- » The Milspo Project
- » U.S. Navy
- » MTA
- » BART
- » Kattera
- » Nando's
- » NYC DOE
- » Virgin America
- » Ascentra
- » Oppenheimer Funds
- » Martha Stewart Living Omnimedia

## DIFFERENTIATORS

- » More than 14 years of experience in varied sectors and industries working with senior leadership teams
- » Capability to scale up to meet any size and scope project to help clients achieve results through extensive associate network of industry experts
- » Empirically validated research tools and field-tested, engaging methodology and process

## OUR ADDIS METHODOLOGY

- » Our approach to culture change is designed to help organizations yield sustainable performance results. We offer customized organizational development experiences at the individual, team, and organizational level that connect culture, strategy, and leadership to yield significant and sustainable results.



© 2010-2020 gothamCulture LLC All Rights Reserved

## NYC DEPARTMENT OF EDUCATION (NYCDOE)

- » **The Need:** The New York City Department of Education's Office of Organizational Development and Effectiveness identified the need to provide intensive development opportunities to high potential leaders in order to prepare them for long-term success in leadership roles across the organization. gothamCulture provided assessment, design, and facilitation for a portion of the first LeadDOE program, to address those needs. Feedback from the first program, while positive, highlighted several opportunities for improvement. In 2017, gothamCulture was engaged by the NYCDOE to design, develop, and facilitate the full program of LeadDOE, improving on the previous year and introducing innovative new elements to the program.
- » **The Intervention:** gC designed and led a brief needs assessment, designed and facilitated five in-residence cohorts, facilitated four group coaching sessions for each cohort, provided input and feedback to the orientation and closing sessions, and led the measurement and evaluation effort for the entire program. The LeadDOE program offered participants the opportunity to explore their own leadership style through several assessments, including a 360 assessment, active practice of new skills, and peer coaching and feedback. This comprehensive experience focused on the development of senior leaders across the central offices including members of the Chancellor's Office and the Chiefs of Staff of the various operating functions.
- » **The Impact:** Since the 2017 cohorts, gC has continued to iterate the design (new elements include an embedded group coaching process and a capstone project focused on Chancellor priorities) and offered the program to four additional cohorts of emerging leaders. Participants reported improved relationships with their direct reports and colleagues and increased confidence that helped them be more effective as leaders. Many also reported that LeadDOE helped them strengthen their networks within the DOE, thanks to interactions with individuals from diverse offices and backgrounds. Participants showcased their learning in presentations at the program's closing ceremony, naming skills such as peer coaching, understanding of individual preferences, and utilizing their personal strengths as leadership skills that they would continue to develop. At the end of LeadDOE 2019, leaders presented capstone projects to Chancellor Richard Carranza, who made an authentic effort to connect participants to leaders who could help the groups their recommendations and embed their reflections into the culture of the DOE.

## BAY AREA RAPID TRANSIT (BART)

- » **The Need:** For more than 45 years Bay Area Rapid Transit (BART) has provided fast, reliable transportation to residents of and visitors to the San Francisco bay area. With nearly 4,000 employees who serve nearly half a million riders each day, BART requires strong leadership to meet their strategic objectives. In 2019, the Assistant Chief Transportation Officer (ACTO) identified the need to improve the organization's culture by investing in developing the leadership pipeline. Leveraging our extensive catalog of off-the-shelf leadership development courses, gothamCulture partnered with the ACTO to design tiered leadership development program for transportation foreworkers, supervisors, managers, and executives that would develop the leadership competencies the organization needs to build its future leaders.
- » **The Intervention:** gC designed and facilitated a series of day-long leadership development courses to support the professional growth and development of BART's leaders. We conducted a series of pre-delivery interviews and focus groups with leaders at all levels of the organization to understand the culture and context for leadership at BART and to tailor the course content to the specific operating environment of the organization. As part of our tailoring effort, we customized scenarios, language, and exercises to be more relevant to the transportation environment and incorporated key considerations like union relationships and limitations based on the collective bargaining agreements currently in place. Along with tailored courses, gC provided post-course evaluations to ensure a high-quality participant experience and to identify future development opportunities the participants believe will support their personal and professional development goals.
- » **The Impact:** While we are still in the early stages of our support to BART, initial feedback from participants indicates that the courses are providing them with new leadership skills and practices that they are implementing on the job. Participants have deployed new tools for giving performance feedback to their teams, leveraged templates from the course to help re-prioritize their work, and have reported a renewed focus on their role in building a healthy organizational culture for BART.