

**Client:** **Leading Entertainment Corporation**

**Challenge:** **Coaching and Leadership Development**

Optimé developed and delivered a leadership development program entitled “Managing Together Works” with approximately 500 Coordinators, Supervisors and Managers within the company over a 2 months time frame.

The learning consisted of the following:

- Management Tools for Success
- Leadership Skills
- Developing Outstanding Relationships
- Professionalism
- Personal Growth

## **The Results**

In a recent survey, this organization has measured the following results for the past year:

- 20% increase in customer satisfaction
- 15% increase in employee satisfaction

In addition, the program was rated a 5.0 out of 5.0 by 94% of the attendees, based on the following key measurement areas:

- Content
- Learning outcomes
- Delivery
- Overall assessment