

New Horizons Communications Case Study

Creating leaders for your business!

At a glance

After experiencing significant growth, owner Steven Blair relied on the leadership training & expertise of Human Dynamics Training to help his new management team learn skills that would allow them perform in their new management roles.



Key Elements

Some readers might prefer details like a breakdown of your funding while others, like your trustees, will be more interested in the challenges you encountered and the lessons you learned from them.

 **80+**
Employees operating across Ontario

 **60%**
Managers were new to the role

 **Ongoing**
Changes within the company & industry



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 Serving organizations across Ontario

CHALLENGES

A number of top employees were promoted to supervisory and management positions. However, these staff did not already have the necessary management experience or leadership skills in order to successfully lead their teams of employees with whom they previously worked with as peers.

SOLUTIONS

Through delivery of the "So You Think You Can Lead?" full day training program, the 15 person team, comprised of managers and key decision-makers for the company, learned about their own leadership strengths, the strengths of the other 14 people on their team, and how to increase their communication skills when connecting with customers & staff across the company, many of whom are direct reports.



Own Unique Strengths



Leverage Team Strengths



Understand People

BENEFITS

Increased Teamwork Among Top Leaders

The company's key leaders and managers had the opportunity to get to know one another better and increase their understanding of each other's strengths and how to leverage them for help in challenging situations .

Improved Communication with Staff & Customers

Through understanding the various styles of people's communication, trainees were able to improve their ability to communicate and connect with their employees and customers alike.

Development of Foundational Management Skills

With a deeper understanding of people, new managers developed greater skills to apply to their everyday duties, particularly those that focus on leading their staff.