



2019 Workshop

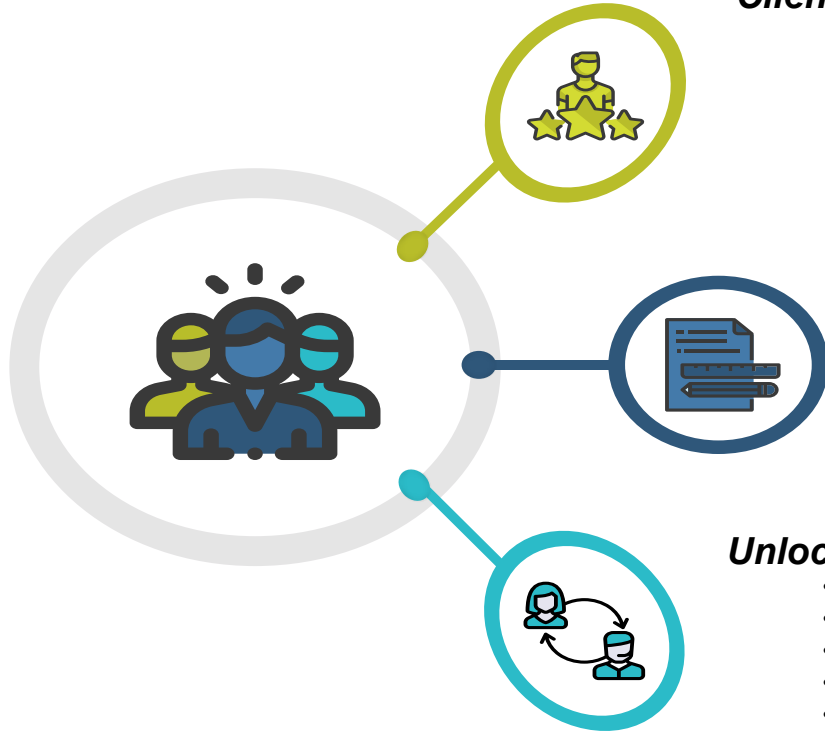
Unlocking the ROI of Executive Education

July 17-18, 2019

Problem Summary:

Team Name: Atlantic County AKA "Rutgers Delta Rangers"

Problem Statement: There's no or little cross-functional collaboration among the hi-po's and between the hi-po's and their peers. This results in the lack of revenue growth, innovation and talent retention.



Client Focused Solution

- Long-term internal company program championed by top management to create cohesion and capabilities among hi-po's
- Create a tours of duty program to allow for hi-po's to gather intelligence and capabilities to make business contributions
- Transform Rewards Program to reflect future-proofing KPIs and desired attributes for cultural change

Implementation Plan

- Design-thinking workshops, peer-to-peer collaboration platform to discover and store breakthrough ideas
- Communication/reporting cadence between hi-po's and top management
- Design pilot program
- Designate program lead
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Unlocking ROI – Metrics

- Sales + Growth numbers
- New products
- New processes or process improvement
- High Po Retention
- Employee satisfaction
- Customer satisfaction - # of complaints
- Perception of collaboration – psychological safety
- Control vs. variable comparison
- # of “failures” and lessons learned

Implementation Part 2

- Launch meeting w/ 100 hi-po's – with senior leadership and CEO
- Divide into 4 cohorts
- Modules – blended learning, year-long blended journey:
 - Leadership – leadership styles, communication, diversity,
 - Innovation – platform
- Cohort Composition – diverse, business unit
- Identify real threat, real business challenge, projects and opportunities

