



# CASE STUDY

Benefits and Return on Investment Analysis



## BENEFITS AND RETURN ON INVESTMENT ANALYSIS REPORT



### INTRODUCTION

This report aims to evaluate the tangible and intangible benefits of the services provided by Tina Gilbert, Human Resources Director Consultant for a non-profit agency in the River Valley area of Arkansas.

The services covered in this report include the following:

### LEADERSHIP COACHING

**Tangible Benefits:** Improved leadership skills, enhanced decision-making capabilities, and increased employee engagement and productivity.

**Intangible Benefits:** Enhanced self-awareness, improved people skills, strengthened confidence, and increased employee satisfaction.

**ROI:** Leadership coaching can lead to significant ROI through improved employee performance, reduced turnover, and increased organizational effectiveness.



## Training and Development

**Tangible Benefits:** Enhanced employee knowledge and skills, improved productivity and efficiency, reduced errors, and increased employee satisfaction.

**Intangible Benefits:** Increased employee morale, higher motivation, and improved **teamwork and collaboration.**

**ROI:** Investing in training and development programs can increase employee retention, customer satisfaction, and organizational performance.

## Leadership Development

**Tangible Benefits:** Effective succession planning, identification, and nurturing of future leaders improved organizational stability and growth.

**Intangible Benefits:** Strengthened leadership pipeline, increased employee loyalty and commitment, enhanced organizational culture.

**ROI:** Leadership development initiatives can lead to long-term ROI by reducing leadership gaps, minimizing recruitment costs, and ensuring a smooth transition during leadership changes.

## Restructure the Human Resource Department

**Tangible Benefits:** Clear reporting lines, improved communication, streamlined processes, and increased efficiency.

**Intangible Benefits:** Enhanced employee morale, reduced confusion, improved decision-making.

**ROI:** Restructuring HR org charts and optimizing processes can lead to cost savings, improved workflow, and increased HR effectiveness.



## Performance Management

**Tangible Benefits:** Clear performance expectations, objective employee performance measurement, improved goal alignment, and increased productivity.

**Intangible Benefits:** Enhanced employee engagement, improved communication, and increased job satisfaction.

**ROI:** Effective performance management systems can lead to improved employee performance, reduced turnover, and increased organizational performance.

## Conducting Exit Interviews

**Tangible Benefits:** Identifying patterns and reasons for employee turnover, gathering valuable feedback, and identifying areas for improvement.

**Intangible Benefits:** Enhanced employer branding, increased employee morale, and improved retention strategies.

**ROI:** Conducting exit interviews can help identify potential issues, improve employee retention, and reduce recruitment and training costs.

## Leadership & Board Retreats

**Tangible Benefits:** Strategic planning, enhanced board governance, improved decision-making, increased alignment between leadership and board.

**Intangible Benefits:** Strengthened relationships, improved teamwork, increased trust, and transparency.

**ROI:** Leadership and board retreats can improve organizational direction, better resource allocation, and enhance stakeholder satisfaction

# Training & Development are Crucial for Organizational Success Due to the Following Reasons

***Skill Enhancement:*** Training and development programs allow employees to acquire new knowledge, skills, and competencies for performing their jobs effectively. It can provide best practices to contribute to the organization's success.

***Improved Performance:*** Training also helps employees become more confident and competent, improving job satisfaction and motivation.

***Employee Engagement and Retention:*** Investing time and resources in training and development is a true sign of commitment to employees' growth and development. This fosters a positive work environment and boosts employee engagement and loyalty. This can reduce turnover, which has associated recruitment costs.

***Adaptability to Change:*** Organizations need to be agile and adaptable to stay competitive in today's fast-paced business environment. Training and development programs help employees develop problem-solving, critical thinking, and adaptability skills, enabling them to embrace change and navigate complex challenges more effectively.





**Succession Planning:** Training and development initiatives are vital in identifying and nurturing future leaders within the organization. Providing leadership development programs will create a pipeline of talented employees prepared to take on higher-level roles when needed. This reduces the risk of leadership gaps and ensures a smooth transition during organizational changes.

**Enhanced Culture:** Training and development programs build a positive and learning-oriented culture. Employees with access to continuous learning opportunities feel valued, supported, and invested in them. This leads to a stronger sense of belonging, improved morale, and increased employee satisfaction.

**Competitive Advantage:** Well-trained and knowledgeable employees can provide a competitive edge. Employees are equipped to deliver exceptional customer service and contribute to overall growth and success. Training and development programs enable companies to build a talented workforce that can outperform competitors and adapt to evolving work environment demands.

**C-Suite Leadership Team:** One key team-building element provided was that the entire team completed the DISC assessment. The DISC assessment is a valuable tool for leaders looking to improve teamwork and communicate better as team members. By taking the assessment, leaders can gain insight into their own communication and work style preferences, as well as those of their team members. With this knowledge, leaders can adjust their communication and leadership style to meet the needs of their team better and facilitate more productive and effective teamwork. This can lead to increased collaboration, morale, and organizational results. Overall, leadership provided positive feedback about completing the DISC assessment as a worthwhile investment to build a stronger, more cohesive team.

**Summary:** To summarize, providing training and development services is essential for enhancing employees' skills, performance, engagement, and retention. Tina has supported adaptability among employees by addressing their concerns and providing development plans. Investing in employee growth and development is a strategic decision that benefits employees individually and contributes to the organization's overall culture. It has been a rewarding experience to collaborate closely with employees, providing coaching to improve their leadership abilities. Several employees have gained invaluable skills and knowledge to lead and motivate their teams.

Also, several mid-level leaders have completed our virtual six-week Next Level Leadership program offering additional training and networking opportunities. The HR consultant has played a critical role in ensuring employees have the necessary tools to succeed as organizational leaders.



# FOR MORE INFORMATION

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