

CASE STUDY

TAWNY
LABRUM

tawnylabrum@gmail.com - 818.917.2077
linkedin.com/in/tawnylabrum



Future-Ready Leadership:

THE CHALLENGE

Managers faced leadership development gaps due to:

- **Inconsistent leadership practices** stemming from varying management experience.
- **Limited access to leadership resources**, making professional growth difficult.
- **Low engagement in leadership training** due to a lack of a centralized system.
- **Challenges in coaching and goal-setting**, resulting in inconsistent performance management.
- **Limited internal mobility**, as no clear development paths existed for leadership roles.

Without a structured L&D hub and formalized training program, leadership development was reactive rather than proactive, impacting engagement, performance, and retention.

SCALING MANAGER ENABLEMENT & PROFESSIONAL DEVELOPMENT

IMPACT

- **35% Increase** in leadership training participation, improving consistency & performance.
- **40% Growth** in manager confidence, as measured in leadership feedback surveys.
- **25% Rise** in enrollments for the leadership development pathway program plus a 20% increase in promotions.
- **15% Improvement** in employee engagement scores for leadership support, boosting trust & management satisfaction.

OBJECTIVE

To create a structured, scalable Learning & Development (L&D) hub and training program that equips managers with the skills, resources, and confidence to lead effectively—enhancing leadership consistency, internal mobility, and engagement.

SOLUTION

Implemented an interactive leadership training program complemented by a self-service leadership development platform, through:

Developmental Needs Assessment

- ✓ **Identified key leadership gaps** through surveys and performance review analysis, focusing on coaching, feedback, and performance management.
- ✓ **Benchmarked against industry best practices** to align leadership development with modern expectations.

Design & Implement Resources

- ✓ **Built a centralized knowledge hub** with leadership playbooks, self-paced learning modules, and curated resources.
- ✓ **Developed a structured training program** with monthly live training sessions, quarterly leadership roundtables, and mentorship pairings.

Driving Adoption & Engagement

- ✓ **Launched an internal awareness campaign** via Slack, all-hands meetings, and manager outreach and **trained managers** on how to access and utilize hub.
- ✓ **Implemented usage tracking** to monitor engagement and optimize content based on feedback.

RESULTS

- Managers became more confident, leading to improved team performance and satisfaction.
- The L&D hub became a scalable, self-sustaining leadership development solution.
- HR shifted from reactive leadership coaching to proactive leadership development, fostering a culture of continuous learning.

LEADERSHIP
TRANSFORMED.
MANAGERS
EMPOWERED.
PROGRESSION
ACCELERATED.
CULTURE OF CONTINUOUS
GROWTH FOSTERED.