



Breaking the Status Quo: A Path to Thriving

Problem

The organization faced declining cash reserves, performance stagnating, strategy only being 50% executed, and new regulatory requirements that were up-ending their industry all while the organization seemed stuck in the status quo.

Impact

4 years later the organization has sustained their performance and continue to level-up each year.

Key impact metric results:

- **25% higher revenue**
- **20% more staff**
- **40% reduction in turnover**
- **75% reduction in 1 year turnover**
- **95% execution of strategy**

Solution

The organization turned to BecomeMore Group to shatter the status quo. Leveraging the level-up framework(tm) we started through discovery to understand the challenges and current state of the organization. Understanding that the organization provided a service that customers wanted coupled with a high need for other stakeholders for the service and realization the regulatory changes needed to be embraced for the organization to not only survive but to thrive in the future.

The organization took action and implemented the level-up framework(tm) including the following examples:

- Redefining their mission, vision and values
- Overhauling the strategy process
- Holding monthly leadership development at all levels of the organization
- Leadership coaching & playbook
- Cross functional Problem solving & continuous improvement
- Organizational redesign
- Metrics that matter
- Values (including behaviors and anti-behaviors)
- Predictive Index for hiring and people development -Succession planning

