

CASE STUDY

DEPARTMENT OF LABOR

THE CHALLENGE

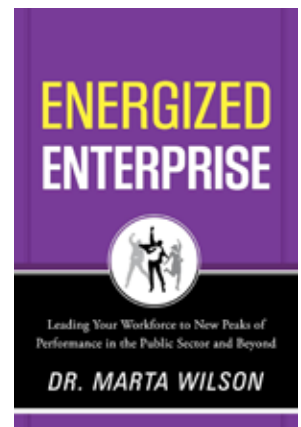
The Department of Labor came to TSi in 2020 with a challenge to implement **employee development coaching** as part of a larger initiative to help **improve** the organization's **Federal Employee Viewpoint Survey (FEVS) results**.



THE TSi APPROACH

Through expertise and past performance outlined in TSi's founder Dr. Marta Wilson's book, *Energized Enterprise*, TSi understands the solutions and most important levers to pull for the types of changes that results in increased employee satisfaction, engagement, and FEVS results.

TSi launched a program with individual coaching, open enrollment workshop training and facilitated team building sessions leveraging TSi's Leadership Effectiveness and Potential (LEAP) framework and the DiSC personality assessment tool including:



LEAP based coaching and training focused on expanding leader and employee personal, interpersonal, organizational, and motivational mastery and results.



DiSC personality assessments, DiSC focused workshops, and use of DiSC results in individual coaching sessions facilitated employees' introspection and increased self-awareness. Similarly, DiSC also increased social awareness by increasing employees' understanding of their peers, leaders, subordinates, and customers.



Additional training and team development sessions provided safe space forums for employees at all levels to discuss current workplace issues and challenges impacting them (e.g., re-entry after COVID) as well as tangible methods and best practices to enhance specific leadership skills and behaviors such as collaboration, communicating with confidence, emotional intelligence, conflict management, time optimization, providing feedback, and inclusiveness.

TSI RESULTS

During this time period, TSi services reached a large number of OCFO employees. At the end of 2022, the number of OCFO participants who participated in any TSi service stood at 70 of approximately 90 total employees.

Review of OCFO's FEVS Global Satisfaction Index score from 2018-2022 indicates a significant upward shift in employees' experience starting in 2021 and continuing through 2022, after initiating TSi's coaching and other services:

FEVS Global Satisfaction Index	2018	2019	2020	2021	2022
OCFO	66%	61%	69%	71%	82%

Similarly, the 2022 Employee Engagement Index (EEI) score is the highest it has been in that time period, at 86%. Both OCFO's GSI and EEI index results from 2022 are higher than DOL's results and higher than the cumulative ratings in the Federal Government as a whole:

FEVS Global Satisfaction Index	2022	FEVS Employee Engagement Index	2022
OCFO	82%	OCFO	86%
DOL	67%	DOL	75%
FED GOV'T	62%	FED GOV'T	71%

TSi's LEAP, DiSC, and Industrial/Organizational Psychology based coaching and employee development approach was strategically designed to foster higher levels of satisfaction and productivity with individuals, teams, and throughout OCFO's culture. Throughout this time, TSi has received consistently positive feedback including unsolicited comments of appreciation from participants in all services, very high workshop and coaching feedback evaluation responses, and CPARS ratings of "Exceptional."

IN A RECENT COACHING FEEDBACK SURVEY:

- 100% strongly agreed, "I am satisfied with the coaching I have received."
- 100% strongly agreed, "Based on my experience, I would recommend coaching to others at DOL."
- In addition, 100% agreed that their coach exhibited the attributes of 1) respectfulness, 2) trustworthiness, and 3) sincere interest in me and my success.

RESPONDENTS WERE ASKED IN WHAT AREAS THEIR COACH HELPED THEM DEVELOP. THE TOP FIVE ANSWERS INCLUDED:

- Learning new tools, techniques, and approaches
- Identifying and leveraging talents (their own and others)
- Better understanding of others
- Improving how I interact and collaborate
- Strengthening my leadership skills

TSi's services are designed to develop skills and mindsets that maximize individual performance, satisfaction, and engagement. Importantly, when individuals change, they impact others in the organization as well. For example, when an individual contributor learns the value of connecting with their coworkers and increases these connection behaviors, this may positively affect their coworkers' experience of their job.

In the case of a supervisor who learns to connect more with their subordinate team members, this can potentially have a significant positive impact on the job satisfaction of those team members. TSi has received anecdotal feedback that this type of individual change impacting the group is happening.

In addition, requests for TSi services from other DOL organizations outside of OCFO have recently skyrocketed as they also look to help employees at all levels better engage and perform.

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