



THE CITY OF WESTERVILLE, OHIO



A CASE STUDY ON THE IMPACT OF EXECUTIVE COACHING AND LEADERSHIP DEVELOPMENT

HOW CAN RENOGIZE PROFESSIONAL COACHING TRANSFORM YOUR LEADERS AND ORGANIZATIONAL CULTURE?

THIS CASE STUDY HIGHLIGHTS HOW RENOGIZE PARTNERED WITH THE CITY OF WESTERVILLE, OHIO TO:

1. Increase leadership competencies
2. Identify high potential leaders
3. Identify employees who would not be quality leaders
4. Improve teamwork
5. Reduce stress, anxiety, and burnout
6. Improve mental health and employee engagement
7. Introduce a common leadership language and principles
8. Navigate City Council effectively

HOW DO I LEAD EFFECTIVELY, SUCCEEDING A LONG-TERM CITY MANAGER?

Monica, the new City Manager, realized the value of having an executive coach to help her develop her leadership toolbox, navigate new relationships and work in tandem with the City Council. Her desire was to grow and lead in a way that created lasting impact for the city.

Renogize Professional Coaching was selected by Monica for her coaching. Renogize conducted a live, interview-based 360 assessment. These are conducted to get a complete view of how the leader is perceived in the organization. This is critical to shape how the leader influences their team and organization. The chair of City Council served as the sponsor for the coaching engagement and was involved for the entire 7-month engagement. These interviews not only provided valuable feedback, but it pulled them together and helped them focus on their leadership. This input helped Monica and her coach create a Coaching Action Plan (CAP) with five distinct goals for leadership development. Monica and her coach met every other week over the seven months and navigated her journey to leadership success. **Her natural skills in strategy and execution were maximized to drive a larger impact across the City and with the Senior Management Team (aka Team Westerville).**

PART ONE

RESULTS

Monica fulfilled her CAP goals and established herself as an effective leader. Her growth produced a desire in her to see others on Team Westerville grow. Many of these leaders received coaching from Renogize. This built the leadership capacity and capabilities of Team Westerville.



LEADING THROUGH CHANGES IN CITY COUNCIL

Monica, like all City Managers, had a huge task in leading through the relationships with the City Council. Like most cities, elections came and upwards of half of the Council members changed. These changes in Council members requires the City Manager to adapt to the styles of the new members to impact them and lead alongside them.

Renogize helped her learn how to identify the styles of others through use of the Everything DiSC Management assessment. Her continued use of this tool helped her become competent in identifying styles, changing how she leads based on their style and maximizing the relationships. She was becoming a strong leader internally (Team Westerville), with the City Council, and externally (city influencers and citizens).



PART TWO



Monica had an impact on all of the leaders around her. As the elections came and went for City Council, she was intentional in on-boarding and developing the relationships with the new members. This has allowed the city to move forward seamlessly, even with a transition of leaders. Monica realized the value of coaching for herself. As a result, Renogize coached others from Team Westerville to elevate the overall leadership of the city, keeping them all on the same page.



WHAT DID THE CITY OF WESTERVILLE/RENOGIZE PARTNERSHIP LOOK LIKE AND HOW DID IT GROW?

Since starting with a single coaching engagement with Monica in 2020, Renogize has had the opportunity to directly impact the city and all of Team Westerville.

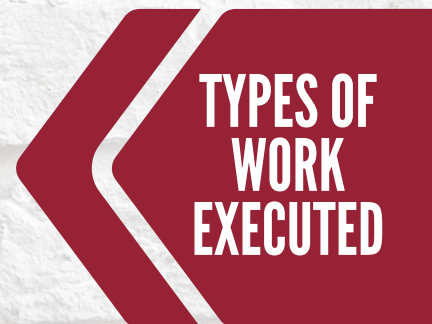


PART THREE

One-on-one coaching with three (3) members of Team Westerville
Everything DiSC assessment and debrief workshop with all of Team Westerville (19 people)

On-going conversations with Monica to monitor the leadership needs of the City

The work continues to expand today



TYPES OF WORK EXECUTED



"I know that I am blessed to work for a community that is dedicated to investing in all their employees, even their professional manager. I've been a public servant for 15 years and a City Manager for 8 of those. We are all facing challenges that are exponentially more complex than in the past, so having the ability to customize leadership development programs and coaching for me and my team has been invaluable. We are becoming more self-aware, improving co-worker relationships, accelerating learning, improving decision making, and becoming a more effective team thanks to the work we have done with Renogize."

-Monica Irelan, City Manager, Westerville, Ohio