



The Client

Crisis Prevention institute is the world’s premier provider of programs designed to help organizations identify, prevent, and de-escalate crises. With staff in eight countries CPI trains 1.6 million people per year, and supports a global network of 42,000 certified instructors.

Presenting Problem

Tony Jace, CEO, has a vision for taking his executive leadership team from good to great. He engaged Next Element to help boost his team’s strategic communication competencies to enhance alignment and improve effectiveness in their roles. Miscommunication and drama can cause inefficiencies and energy drains for any team. Executive leaders play a foundational role in modeling Compassionate Accountability in all their interactions. The ripple effect throughout an international organization can be substantial.

“We needed a communication hack to craft drama-free conversations within our executive team and our worldwide staff.” - Tony Jace, CEO

The Solution

We designed a hybrid program that started with several targeted diagnostic assessments to provide insight and raise awareness. Training was delivered during 12, two-hour virtual group training sessions spread over four months focusing on adaptive communication and conflict skills, with an intensive day-long in person retreat mid-way through. Individual and group assignments between sessions served to reinforce application of new learning. Everyone’s activity was tracked on a shared document to increase transparency and accountability. Each participant was offered up to two individual coaching sessions to support their learning journey. Two of our books, Compassionate Accountability and Seeing People Through, were required reading.



“This met our objective to spend a few hours on a given morning with Next Element and still then knock out another 6 hours of work that day. And it allowed us as a team to work on the new skills we learned.” - Tony Jace

Results

Success means making a positive impact on the goals that matter most to our clients. Using our validated outcomes measurement tools, we track and benchmark the outcomes of our programs.

The results from NEOS, our context-sensitive self-efficacy outcomes measurement instrument, showed statistically significant improvements in personal and team efficacy.

neos[®]

Other outcomes included:

Improvements in:

- Teamwork - 73%
- Leadership skills - 69%
- Work relationships - 72%
- Personal relationships - 71%

- 86% would recommend this program to others
- 100% rated our assessment tools as accurate, useful, and relevant
- 71% rated our tools as more useful than anything they have used

MAKING A
DIFFERENCE
IN THE
WORLD

Testimonials



"I could tell, to the person, that we are much more supportive of each other, have a common language we can hold ourselves or others accountable with, and are more effectively communicating with our world-wide employees." - Tony Jace, CEO

"This training gave me immediately useful insight into the communication styles of my colleagues and my team, and helped me understand how to better motivate, coach and lead." - Executive Team Member

*Contact us today to learn more about how we can help you
transform your culture
with Compassionate Accountability.*

next-element.com/contact-us