

GREATER WICHITA YMCA



The Client

The Greater Wichita YMCA is a non-profit organization that promotes healthy lifestyles, strong families, and positive youth development to build healthy spirit, mind and body for all, regardless of ability to pay. The organization provides their services to communities via 11 branches, 3 program sites, and 10 child care locations in the greater Wichita, KS metro area.

Building on Great Culture

Ronn McMahon, President and CEO, and Mim McKenzie, COO, together with their leadership team, have developed a thriving organizational culture that is appreciated by their employees and their members. Their goal is continued growth of leadership and they engaged Next Element to help.

*“Next Element’s focus on Compassionate Accountability® is a perfect fit to support our strategic focus on operational excellence and strong relationships in the community”
- Ronn McMahon, President and CEO*

The Program

Phase 1: Kickoff Keynote

Over 200 YMCA leaders and managers received the book *Compassionate Accountability: How Leaders Build Connection and Get Results*, then learned how compassion and accountability can work together to support their mission during a keynote presentation at the YMCA’s Annual Leaders Gala. Participants reflected on their own mindsets at work and home and explored ways to treat each person as valuable, capable, and responsible in every interaction. The purpose of Phase 1 was to build momentum and create a common language among all employees.

Phase 2: Compassionate Accountability Leadership Development

Branch managers completed the *Compassion Mindset®* leadership curriculum via four, 90-min, cohort-based sessions facilitated on-site by a Next Element trainer. Between these weekly sessions, participants were given application activities to integrate the material into their leadership behaviors and organizational practices. The purpose was to develop a standard leadership behavior template to empower the daily interactions that build a culture of excellence that builds the brand.

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 and meaningful increases in participant efficacy to perform the target-behaviors** at home, at work, and within their teams (Effect sizes of .76, .67, and .73 respectively).

Participants also reported these improvements, attributed specifically to this program:

- Teamwork - 70%
- Leadership skills - 71%
- Work relationships - 71%
- Personal relationships - 69%

In addition:

- 92% would recommend this program to others
- 95% rated our assessment tools as accurate, useful, and relevant
- 71% rated our tools as more useful than anything they have used

Testimonials

*“Our **team members are using the same language and being thoughtful around the approach.** When you hear a branch director or other management staff reflecting on how they prepared for a conversation, we have a win.” - Mim McKenzie, COO*

*“This program takes **a framework which an organization can use to create a high performing culture** which maintains the innate value of each individual and strives/demands excellence. That’s what we want out of it.” - Ronn McMahon, President and CEO*

*“This program feels “right” for the climate in which we live and lead in today. Especially one that is dominated by millennials and with Gen-Z taking up more space in the work force. As a millennial, previous to this program, I didn’t have the words “compassionate accountability” to use but I always felt like “old school” leadership styles were forcing a round peg through a square hole, you might be able to get it through but there had to be easier and better ways. I think that this is that better way. **It’s a way to lead while still being human and treating others humanly.**” - Participant*

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

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