

We're PROFICIENT...

CASE STUDY

Large Regional Bank

Failing customer and employee retention
7,600 cross-functional leaders

6 months

**140 LIVE leadership
intensives**



1 year

Follow-up webinars & senior
leadership intensives

RESULTS

Significantly improved customer retention metrics, showed a 3% point increase in employee engagement, and was the **ONLY** bank to raise its reputation scores year to year.

