



INSIDEOUT DEVELOPMENT SUPPORTED THE CULTURAL SHIFT TO AN AGILE WORK ENVIRONMENT FOR NCCI HOLDINGS, INC.

CHALLENGES

The business challenges that led NCCI Holdings to evaluate and ultimately select InsideOut Development:

Top purchasing drivers for investing in InsideOut Development:

- More effective coaching by managers and leaders
- More effective cross-functional communication
- More consistent and meaningful career development dialogue
- Greater performance and communication through coaching conversations
- Better success in building a coaching culture
- Better alignment between senior leaders
- Implementation of a coaching mindset to drive performance/bench strength/engagement

USE CASE

The key features and functionalities of InsideOut Development that the surveyed company uses:

Departments that utilize InsideOut

Development methodologies/programs:

- Accounting
- IT
- Customer Success
- Customer Service

How they measure coaching success at their organization:

- Improved employee satisfaction
- Improved work culture
- Increased employee engagement survey scores
- More specific business objectives

Company Profile

Company:

NCCI Holdings, Inc.

Company Size:

Medium Enterprise

Industry:

Insurance

About InsideOut Development

InsideOut Development turns managers into leaders by making it easy to have effective coaching conversations that develop and focus people. Their coaching framework empowers coaches to align teams and spark ownership of outcomes.

Learn More:

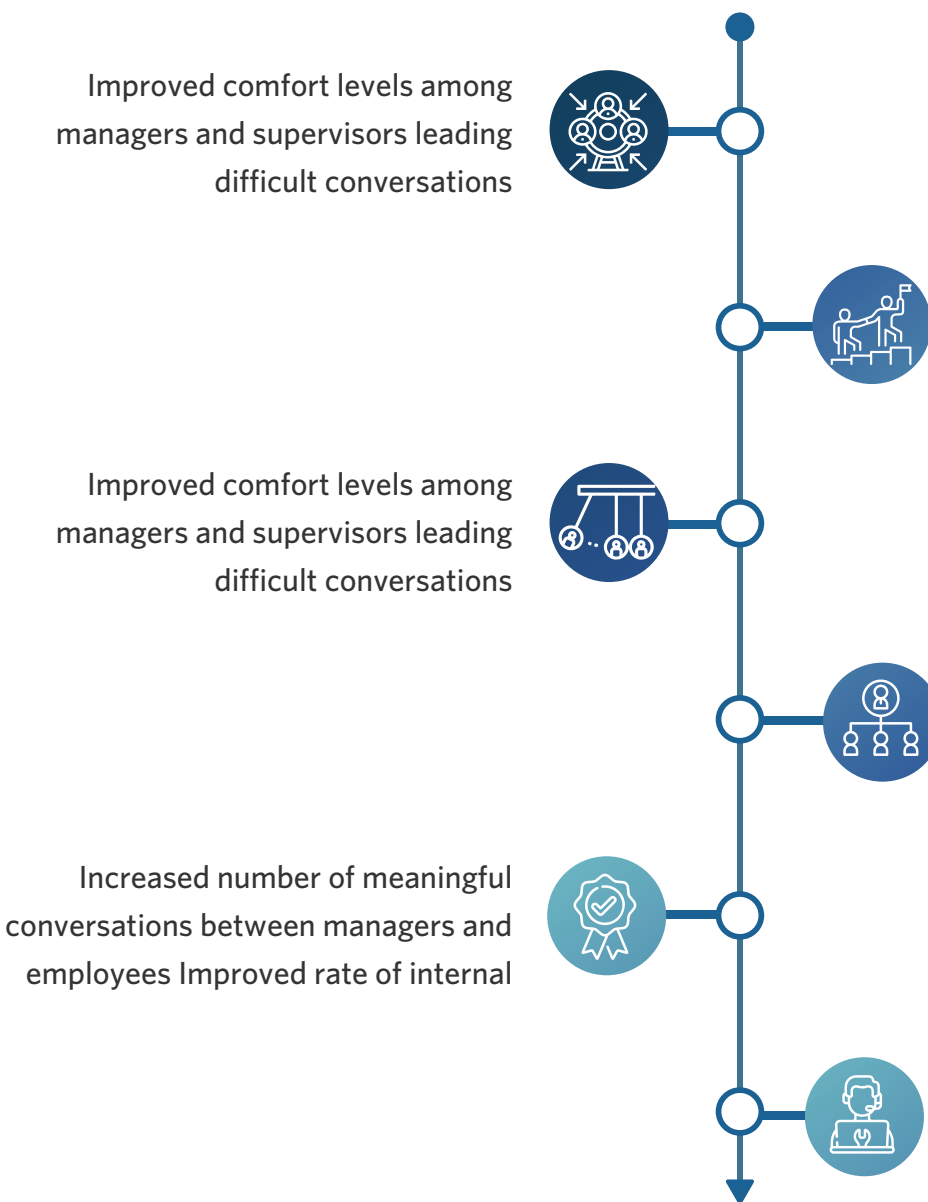
[InsideOut Development](#)

“ InsideOut Coaching has helped transform the organization. We used the tool when we implemented our culture pillars of engagement, alignment, agility, and accountability. ”

RESULTS

NCCI Holdings achieved the following results with InsideOut Development:

Key benefits realized since working with InsideOut Development:



Improvement realized in the following areas since working with InsideOut Development:

- Employee engagement: more than 75%
- Retention: more than 75%
- Specific team performance metrics: more than 75%
- Internal promotions: more than 75%
- Supervisor-employee conversations: more than 75%

Realized an impact within the first few weeks after implementing InsideOut Coaching.

Respondents strongly agree that InsideOut Development is easily adaptable and delivers exceptional customer service to meet their organization’s needs.

**Find that InsideOut Development’s coaching approach and tools are easy to apply.*