

SANTA CLARA VALLEY WATER IMPROVES ENGAGEMENT AND RETENTION BY MORE THAN 75%

CHALLENGES

The business challenges that led Santa Clara Valley Water to evaluate and ultimately select InsideOut Development:

Top purchasing drivers for investing in InsideOut Development:

- More effective coaching by managers and leaders
- Greater performance and communication through coaching conversations
- Better success in building a coaching culture
- Creating a shared language for performance improvement
- Implementation of a coaching mindset to drive performance/bench strength/engagement

USE CASE

The key features and functionalities of InsideOut Development that Santa Clara Valley Water uses:

Departments that utilize InsideOut

Development methodologies/programs:

- Employee performance program company-wide

How they measure coaching success at their organization:

- Improved employee satisfaction
- Improved work culture
- Increased employee engagement survey scores

Company Profile

Company:

Santa Clara Valley Water

Company Size:

State & Local

Industry:

Government

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](#)

“ Adding InsideOut Coaching principles and instruction greatly increased our ability to facilitate the employee performance program. ”

RESULTS

Santa Clara Valley Water achieved the following results with InsideOut Development:

Key benefits realized since working with InsideOut Development:



Increased number of meaningful conversations between managers and employees



Experienced greater employee ownership of outcomes



Improved comfort levels among managers and supervisors leading difficult conversations



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

- Employee engagement: 50-75%
- Retention: more than 75%
- Specific team performance metrics: 50-75%
- Internal promotions: 25-50%
- Manager-employee conversations: 50-75%

Realized an impact immediately after implementing InsideOut Coaching.



Strongly agree that InsideOut Development is easily adaptable and delivers exceptional customer service to meet their organization's needs.

