

CASE STUDY

Transforming HR and Leadership Practices at a Large Non-Profit

Introduction

Our client is a globally recognized non-profit organization that plays a pivotal role in the healthcare sector. Operating in a fast-paced, highly regulated industry, our client relies on TalentRise to provide search, consulting, and coaching solutions that help them stay agile and adapt to evolving workforce needs. This multi-year partnership has driven significant positive changes in our client's HR practices, culture, and leadership development.

Solutions & Outcomes

HR Organizational Assessment

In 2019, following one employee's transition to Chief Human Resources Officer, our client enlisted TalentRise to conduct comprehensive HR organizational and talent acquisition practices assessments. TalentRise evaluated HR infrastructure, policies, employee benefits, compensation, and talent management systems to align with the client's strategic goals. The assessment provided actionable insights, enabling them to streamline HR operations, optimize roles, and enhance efficiency. End-to-end talent acquisition practices were simultaneously evaluated as well as their HR and TA roles and organization structure.

Performance Management Modernization

Led by TalentRise's Kristen Fox, this project focused on replacing the client's manual performance management system with an automated, efficient solution. TalentRise assessed their needs, guided the selection of a technology vendor, and implemented a change management strategy to increase user adoption. The new system saw an impressive rise in user adoption, from 20% to over 75%, marking a significant improvement in performance management engagement across the organization.

Objectives & Challenges

The client approached TalentRise with the need to:

- Redesign and optimize their HR organizational structure and processes.
- Modernize and automate their performance management system.
- Support personal and professional growth within the HR team through mental fitness coaching.
- Facilitate individual executive coaching for team optimization.

Group Mental Fitness Coaching

To address high stress and a reactive culture within our client's HR team, TalentRise introduced a group mental fitness coaching program, led by Kristen Fox. This program aimed to help HR professionals manage their workload more strategically, balancing tactical demands with long-term goals. Participants reported a profound transformation, noting reduced stress levels and enhanced personal and professional resilience.

Individual Executive Coaching for Cultural Transformation

In a separate engagement, Kristen provided one-on-one coaching for our client's marketing and project management leaders. Utilizing the Hogan Leadership model and stakeholder analysis, the program empowered these leaders to drive cultural change within their teams. By enhancing their leadership capabilities, these executives were better equipped to foster a positive workplace culture and improve team performance.

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Solutions & Outcomes

Conflict Resolution Consulting

When conflict arose between two of our client's business unit leaders, TalentRise stepped in to clarify roles and responsibilities. Through a RACI (Responsible, Accountable, Consulted, Informed) framework, TalentRise helped the leaders delineate their functions, reducing friction and enhancing collaboration. The intervention brought clarity and accountability, ultimately improving team dynamics and organizational efficiency.

Ongoing Executive Coaching Engagements

Since the initial successful coaching engagements, our client has continued to invest in leadership development through TalentRise. Three additional executive coaching programs have been conducted, emphasizing their commitment to fostering leadership excellence across the organization.

Results & Impact

Through its partnership with TalentRise, the client has realized numerous benefits:



Enhanced HR structure, processes, and policies.



Improved performance management with a highly adopted automated system.



Strengthened mental resilience and reduced stress among HR professionals.



Increased leadership capacity to drive positive cultural change.



Reduced conflict and improved clarity in leadership roles.

TalentRise's tailored approach has helped the client transform its HR practices and foster a culture of continuous improvement. By leveraging customized coaching and consulting solutions, they have seen notable improvements in both team dynamics and organizational efficiency. This ongoing partnership highlights the power of targeted interventions in driving meaningful and sustainable change in complex, high-stakes environments like healthcare.

As our client's journey illustrates, investing in strategic HR assessments, performance management upgrades, and targeted coaching can position organizations to thrive in a rapidly changing industry. TalentRise remains committed to helping them and other clients achieve their goals through innovative and customized talent solutions.



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Ready to learn more?

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