

## HOW ELKHART PUBLIC LIBRARY INVESTED IN LEADERSHIP DEVELOPMENT TRAINING & COACHING TO IMPROVE INCLUSIVITY AND LEADERSHIP SKILLS

To improve leadership and inclusivity competencies, Elkhart Public Library (EPL) partnered with TRC to offer an inclusive leadership development assessment that informed a tailored group training program and 1:1 coaching. The leadership assessment process included a survey of staff and Managers as well as interviews from diverse staff across the organization. TRC provided a six-session group training program and ten 1:1 Leadership coaching sessions with Managers over two months. EPL is a library in Indiana whose mission is to inform, inspire, and empower their diverse communities.

### CHALLENGE

Elkhart Public Library recognized a need to do more substantive work in Diversity, Equity and Inclusion that got beyond increasing awareness of management staff.

### SOLUTION

TRC and Elkhart Public library collaborated on the following solution:

- Provide training on how to conduct inclusive team meetings and decision-making
- Practice leadership skills such as how to delegate effectively, have tough conversations, and manage stress and overwhelm as a leader.
- 1:1 coaching sessions provided Managers the opportunity to problem-solve specific issues related to managing direct reports, conflict and challenging situations.

### RESULTS

*"I am always skeptical that this kind of training can make a difference or truly change behavior, but your sessions went above and beyond my expectations and provided some truly valuable information as well as ideas for change that actually feel achievable."*

With the help of Tajan Renderos Coaching,

- Most participants (>80%) felt capable with the program's leadership competencies
- Participants reported being more inclusive in their decision-making processes, how they elicit ideas, and in how they conduct team meetings generally.
- Tools and frameworks shared in the program were valuable. One manager noted *"I am using the TASTY framework, making more clear asks, and time-based deadlines"*
- Important shifts included implementation of strategies to reduce stress and getting past fears around having tough conversations.
- 1:1 coaching was extremely valuable. Managers described:
  - Feeling more confident and stretched as Managers
  - Learning new ways to think about developing direct reports and that the session felt like a safe space to be vulnerable.

One participant highlighted, *"It was an incredible insight on how I manage and what changes I could make to be more effective."*

Want to learn how TRC can be a training and coaching partner to your Managers? [Let's talk](#)