



RingCentral: *Unleash Your Leadership Potential* Developing Strong Leaders in a High-Growth Environment

SCENARIO

RingCentral is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. Since 2015, the company had been experiencing rapid growth and success but was also facing low employee engagement and retention. With a geographically diverse, rapidly growing, and highly innovative workforce, RingCentral needed a standardized and unified approach to developing, coaching, and supporting leaders to continue to lead the Unified Communications as a Service (UCaaS) industry.

SOLUTIONS

RingCentral partnered with Entelechy to implement *Unleash Your Leadership Potential* — first as a six-month blended learning program with in-person workshops and then as a nine-week all-virtual learning experience when the global health crisis emerged in the spring of 2020. Highlights of the program include:

- Powerful blend of **hands-on experiential learning, discussions, personalized leadership assessments, and self-guided learning.**
- Reached **1,000+ leaders in 15 global locations.**
- **Real-world scenarios and skill practice sessions** build competence and confidence.
- **Creative and engaging activities** stimulate discussion and **spark personal growth.**
- Action planning to **set goals** and **plan on-the-job application** of skills and techniques learned.

As RingCentral continues to scale, we need a unified leadership culture. *Unleash Your Leadership Potential* provides leaders with a common leadership approach that distinctly reflects our vision for the organization.

— Karl Benson Molina, Senior Manager, Talent Development



RESULTS

The program is an incredible success and has been instrumental in the organization’s ability to attract, engage, and retain top talent around the world, allowing the organization to continue its high-growth trajectory. Key success metrics include:

- Best-in-class **Net Promoter Scores of 77 and 70** for the in-person and virtual programs, respectively.
- *Unleash Your Leadership Potential* participants are **more engaged** with the organization, **achieve promotions** at a faster rate, and are rated more favorably in their ability to **demonstrate key leadership skills** than their peers.
- **100% response rate** to customer inquiries and a **9/10 customer satisfaction score**, according to Mediallia.
- The program was awarded two **HCM Excellence Awards from Brandon Hall Group** — Gold for Best Advance in Leadership Development and Bronze for Best Development Program for Frontline Leaders — and a **Silver Learning in Practice Award from Chief Learning Officer.**

As a Virtual Learning Experience

Virtual One Preparation	Virtual One Instructor-Led Session	Virtual Two Instructor-Led Session	Interim Activities 60-Day Period	Virtual Three Preparation	Virtual Three Instructor-Led Session	Ongoing Activities Self-Paced
Prepare: DISC®, eLearning, Mobile App, 360° Feedback Assessment	Unlock Core Skills: Feedback, Coaching (Part One), DISC®, Develop Management Action Plan (MAP)	Unlock Core Skills: Coaching (Part Two), Difficult Conversations, continue with MAP	Apply Learning: Meet with manager and direct reports, Journal, Implement MAP	Prepare: Targeted leadership development presentation	Enhance Core Skills: Participant presentations, Skill practice	Unleash Skills: eLearnings (Core Skills + Delegation + Motivation), Execute goals

Change leadership behavior. Develop leadership talent. ANYWHERE.

