

Walking the Talk

Forte Consulting and Mondo

F O R T É
CONSULTING

MONDO
AN ADDISON GROUP COMPANY

Situation

In 2016, Mondo, a leading national staffing agency that specializes exclusively in sourcing high-end, niche IT, Tech, Creative, and Digital Marketing talent, was on the cusp of next level success and scaling for the future. In order to make this happen, the leadership team identified that management focus and communication styles needed to change to create a rich company culture that would allow for this success.

Mondo prides itself on providing best-in-class talent at unmatched speed with unparalleled collaboration with their clients, but weren't communicating and collaborating together internally, as a team. There was distrust and misalignment of the company's mission, values, and goals across the organization, starting from the top, that took them away from focusing on their number one asset, their employees, and were ultimately threatening the company's culture.

The organization did not have a people-first model that truly empowered individuals by coaching them (both personally and professionally), and as a result there was high turnover. Employees at Mondo weren't clear on their personal motivators, the company's purpose, and how it all ties into the greater good of the organization. The high rate of turnover was not matching the opportunity and growth that the company should have been achieving.

It was imperative that Mondo's leaders break down their walls, work through old tensions and unhealthy dynamics, and align with a renewed spirit focused on their people, values, and culture.

Solution

Mondo partnered with Forte Consulting to define a culture that both drove the numbers and valued its people. By embracing the concept of servant leadership, Forte set out to help create a people-centric organization. This included teaching people at all levels how to become more self aware and lead others with empathy, trust, and collaboration.

PHASE 1

Aligning the executive team and honing leadership skills.

The first area of intervention was at the leadership level. Through 360 degree feedback, one-on-one coaching, and bi-annual leadership retreats, the executive team learned to:

- Deepen their self-awareness and understanding of others
- Communicate, collaborate, and resolve conflict
- Drive a sense of ownership, commitment, and accountability

PHASE 2

Developing extraordinary managers.

Once the executive team aligned and became self-aware, it was time to cascade this methodology to the top tier of managers. Through a series of trainings, off sites, and small group coaching, Mondo began to lead with greater self-confidence and effectiveness.

Through workshops, group and individual coaching, managers developed the skills, strategies, and mindset to manage themselves, others, and the overall business with great confidence and effectiveness. Moreover, they understood the influence they possessed by modeling the behaviors they wanted to see from their own direct reports. They began to know how to "walk the talk" and lead by example.

The benefits of these offsites raised job satisfaction and facilitated the transformation of the workforce into a more successful, high performing team.

Walking the Talk

Forte Consulting and Mondo

PHASE 3

Empowering the broader organization.

To ensure Mondo had the right foundation in place to take the business to the next level, Forte created an immersive year-long leadership program for anyone with a direct report. This program was designed to give people the critical skills and mindset necessary to drive peak performance while also continuing to create an environment where people wanted to work. Through live and pre-recorded virtual learnings, Mondo employees learned to hone their emotional intelligence, resilience, empathy, and management skills in order to better lead themselves and lead others.

At the time of rollout, the global pandemic hit and this program became a source of support and it equipped them with powerful strategies to lead themselves and lead their teams amidst all the fear and uncertainty of this unprecedented time.



The Outcome

Forte Consulting taught Mondo the fundamentals and tools to be a people-first organization. Now the entire business strategy is built around a 5-pronged people-centric approach (People Strategy, Sales Ops, Training, HR, Management/Leadership Accountability).

Mondo's heartbeat is a high-touch people strategy that enables management to anticipate every employee's needs to ensure we maximize engagement and results. The purpose is to support every employee's evolution at Mondo, which in turn makes growth plans possible.

F O R T É
CONSULTING

MONDO
AN ADDISON GROUP COMPANY

Stats

IMPROVED ATTRITION:



LONGER TENURE:

