



ACEUP | CASE STUDY

# BOSTON CHILDREN'S HOSPITAL

As one of the largest pediatric medical centers in the United States and ranked #1 in the Best Children's Hospitals Honor Roll by U.S. News & World Report, Boston Children's offers a complete range of health care services for children from birth through 21 years of age. Children's has approximately 25,000 inpatient admissions each year and 200+ specialized clinical programs.



## Their Challenges

Jim Smith, Department Manager at Children's Hospital Boston, was looking to reinforce existing management training programs with a focus on leadership and managerial skills.

He noticed that as managers progressed through the programs, they reached a point where they needed more support and guidance to become more effective leaders. Jim knew that if they did not address this need, their high level leaders would plateau, and ultimately, could leave the organization.

Familiar with the benefits of professional coaching, Jim was searching for a measurable, continuous, high-impact coaching program that could be personalized to the needs of each manager.



## The Solution

Jim turned to AceUp for personalized, one-on-one leadership coaching. Jim was attracted to AceUp's vetted network of 500+ top executive coaches to meet the unique needs, role and skill set of each participant. Jim was also drawn to the idea that personalized coaching represents an investment in these emerging leaders in a way that is deeply meaningful to them as members of the broader Children's team.

Beginning in May of 2019, Jim Smith's team and AceUp launched a year-long program with six managers participating in AceUp's leadership coaching program.



## The Impact

AceUp distributes a quarterly qualitative assessment as part of its engagement with customers to ensure there is positive impact and gauge the effectiveness of the coaching program. Assessments with these employees at Children's Hospital have shown strong positive impact.

Participants have found success in developing and refining the "hard" management skills they need to help their teams succeed collectively and individually. And all reported that they were surprised by how meaningful the coaching experience has been, affording them a rare opportunity to see themselves as others perceive them.

“ Our managers were excited about learning new skills in a unique and customized way. The unexpected value for us was around the deeply personal impact this program has had on our managers - the personally meaningful empowerment that people started feeling a few weeks into the program. ”

**JIM SMITH | DEPT. MANAGER**

### ASSESSMENT SHOWED:



improvement in maximizing employee engagement, performance and retention.



improvement in employee leadership abilities to inspire, influence and persuade others.



improvement in employee abilities to set goals/priorities and manage time effectively.



improvement in employee awareness of strengths and weaknesses.



## About AceUp

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For companies who want to unleash the full potential of their emerging leaders, AceUp provides personalized executive coaching for employees at all levels of the organization. AceUp's technology platform provides a solution that is scalable, measurable and impactful.

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