



STRENGTHS-BASED TRAINING



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Q: My organization is facing its most critical year yet. Staff are leaving. Communication is breaking down. How do I build something that sticks?

A: Build a Leadership Operating System. Give every person on your team clarity on three things: what decisions they own, how information flows, and what happens when tension rises. That structure is what holds when the pressure doesn't let up.

Most organizations in Graduate Arkansas's position would have called for a culture initiative. Maybe a retreat. Maybe a new HR policy. That's not what Superintendent Katie Hatley needed.

Her district — 1,000 students, 48 staff, virtual attendance, rolling enrollment — was 12 months from a 10-year charter renewal with 30.8% staff turnover and leadership communication breakdowns spreading tension through every layer of the organization. The problem wasn't culture. It was infrastructure.

We installed a Leadership Operating System in 5 phases: DISC-informed leadership team meetings and coaching cadence, staff capacity support, and conflict resolution protocols built to support tense moments. When a senior leader resigned mid-renewal, the system absorbed the disruption instead of collapsing under it.

Results: Turnover dropped from 30.8% to 12.5% — a 59% reduction. Involuntary departures fell from 10 to 3. Retention reached 87.5% during the highest-stakes year in the district's history.

Here's What We Did

We started by learning who they actually were. Every staff member completed a DISC assessment. Graduate Arkansas came back precision-first and relationship-anchored. We built everything around that.

- Full staff strengths assessment and team profile
- Three staff development sessions built around the team dynamics
- Fall and Spring leadership coaching cycles
- Conflict resolution modeling for each department
- When a senior leader resigned mid-renewal, the system absorbed it. The team kept moving.

Here's What I Recommend

Start with your team's actual profile, not a generic framework. Build decision ownership and communication structure before the pressure arrives, not during it. Invest in conflict protocols early.

The organizations that navigate hard seasons best are the ones that practiced difficult conversations before they were unavoidable.

If your leadership team is navigating a high-stakes year and you need a system that sticks. Join the wait list

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