



## CHALLENGE

Grant Thornton, a global professional services firm, sought a cohesive, skills-focused leadership development program to build client-centric managers capable of delivering personalized experiences to clients. Previous programs were a series of disconnected sessions, lacking the structured focus to truly build skills, peer connections, and a network of support.

- **BUSINESS CHALLENGE**  
Leadership Development
- **INDUSTRY**  
Professional Services
- **NUMBER OF LEARNERS**  
550
- **L&D STRATEGY**  
Cohort-based Learning

## LEADERSHIP DEVELOPMENT: DRIVING ENGAGEMENT & PERFORMANCE THROUGH DIGITAL INNOVATION

By partnering with Intrepid, Grant Thornton transformed its Manager Development Program (MDP), achieving a 90% attendance rate, 83% completion rate, and NPS score of 53. The Intrepid platform streamlined the year-long learning journey, reduced administrative overhead, and supported the firm's digital badging program to drive engagement. This scalable approach now sets a benchmark for impactful leadership development.

To address this, a centralized platform was needed to enable the year-long learning journey and power cohort-level activities with feedback and coaching so managers could advance together. The platform also promoted engagement (initially hovering at 50%) by allowing for better progress tracking to increase both learner participation and senior leader support.



# SOLUTION

In partnership with Intrepid, Grant Thornton revamped its Manager Development Program (MDP) with targeted enhancements:

- **Centralized Platform & Badging:** The Intrepid platform allowed for a single digital hub that makes it easy for participants to find and track materials, especially asynchronous activities and on-the-job experiences to earn a program digital badge.
- **Career-Aligned Learning Journeys:** Program structure aligned with career milestones, guiding participants from new manager to experienced manager and ultimately senior manager or director.
- **Peer Collaboration & Continuous Feedback:** Cohort-based activities and discussion board assignments created frequent feedback loops that fostered a collaborative learning environment, enhancing engagement and accountability.
- **Optimized Schedule:** Spaced learning journey with live sessions in fall and self-study in the spring aligned with business cycles to maintain steady participation and engagement.
- **Interactive Coaching:** Self-study modules paired with role-play during live, virtual sessions built essential coaching and feedback skills that increase coaching effectiveness and employee satisfaction.



## READY TO ACHIEVE SIMILAR SUCCESS WITH MANAGERIAL DEVELOPMENT?

See how to get started with a collaborative learning program to make an impact with your leadership development strategy.

***Chat with a learning advisor today!***



# RESULTS

The enhancements made to Grant Thornton's Manager Development Program produced measurable results:

**90%**

### Attendance Rate:

Restructured scheduling achieved 90% attendance across live, virtual sessions.

**83%**

### Badge Completion:

Digital badging boosted program completion from 36% to 83%; badge earners showed higher billable hours and improved feedback scores.

**53**

### NPS Score

Maximizing live, virtual time with interactive role-playing raised the overall Net Promoter Score to 53, well above the target of 30.

**4.4+**

### Skill Rating:

Content relevancy and skill impact scored 4.4+ out of 5.



### Leadership Buy-In:

Increased senior leader visibility and quarterly progress tracking drove stronger program support and engagement.

These results underscore the program's impact and scalability for leadership development.

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**Amy Happ, Director of Leadership Development and Learning Innovation**

With Intrepid's platform, we transformed our Manager Development Program into a seamless, engaging journey, where participants could access everything they needed in one place, driving both accountability and real impact.



Intrepid by VitalSource



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