



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 leveraging Intrepid's platform, Grant Thornton transformed its Manager Development Program (MDP), driving measurable business impact. Participants achieved 6% higher utilization, generated \$805,000 in additional sales per learner, and led \$789,000 more in higher-value client engagements. Intrepid's centralized platform streamlined the year-long learning journey, reduced administrative overhead, and supported the firm's digital badging program to drive engagement.

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.

RESULTS

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

18%

Increase in Revenue:

Program participants managed 18% more revenue year over year.

6%

Increase in Utilization:

Participants averaged 2.4 additional billable hours per week—equivalent to nearly three extra billable weeks annually.

\$790k

Higher-Value Engagements Per Learner:

Managers led significantly more strategic, higher-value client work across the year.

\$805k

Increase in Sales Per Learner

Participants generated substantial revenue gains, including \$527,000 in new business and \$278,000 from expanded existing.

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.

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!

