



## Ground-breaking empowerment program for transportation team resulted in 88% approval rating

### THE CHALLENGE

In Gananda, New York, the transportation team is a crucial part of the school ecosystem. They are the first adults that students interact with each day. A cheery hello or good morning can go a long way in setting the tone of a child's day.

School leadership made it a priority to ensure each transportation team member felt heard and valued and was provided with the support they needed to improve their personal well-being and on-the-job performance.

### THE SOLUTION

Based on input from school and transportation leadership, Robin created and conducted 5 weekly interactive coaching sessions for the entire transportation team to learn and practice skills to establish daily healthy habits, improve communication and day-to-day community interactions and build resilience. In addition to skill-building, the experiences provided an opportunity for the transportation team to come together as a community, share experiences and give each other encouragement and advice.

Prior to the five team sessions, Robin Coach and Army Resilience Trainer John Avritt met with the Transportation Team Director for a one-on-one coaching session focused on honing leadership and team management competencies.

### THE OUTCOME

*as self-reported by transportation team members*

**88%**

rated the Robin coaching sessions as very good to excellent

**75%**

strongly recommend Robin to a colleague

**63%**

said Robin coaching sessions will make their jobs easier

# The Transportation Department + Director Participated in 6 Coaching Sessions:



**Self-Empowerment to Build Community**

**Team Empowerment to Build Community**

**Building Resilience: Examining Motivation**

**Strengthening Community Interactions**

**Overcoming Hardships + Building Hope**

**A Deep Dive into the 6 Cores of Resilience**

“

**Inspirational. This was really great!**

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***This didn't feel like training. It felt like we were sharing ideas and building something.***

