

# On-Demand Coaching: Found Leadership ThinkBox

## Supporting Frontline Managers

It's been a dilemma for a long time. How does the company pass knowledge on to new managers? Training can help, but the managers tend to remember just what they were dealing with at the moment they took the training and could apply it. The company can't afford to bring 1-on-1 coaching in for this large number of people.

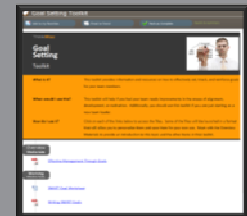
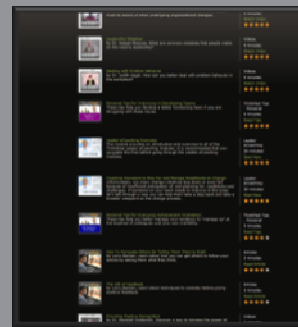
Found Leadership, known for years for providing executive coaching and organizational consulting to leading technology companies is offering a new software-based solution called ThinkBox. It is designed to provide answers and best-practice methodologies to managers as they need them.

## On-Demand Virtual Coaching

Found Leadership ThinkBox provides a software on-demand coach, ready to guide managers with answers and process in the moment they need it. It provides several different access methods to suit different preferences, ranging from a simple search interface to a virtual human avatar.

The database the software accesses offers information covering thousands of topics. A manager can ask simple questions like, "How do I lead an effective meeting?" and "How do I conduct an appraisal of a problem employee?" The system responds with multi-media recommendations, including a written outline, process diagrams, videos showing examples, and in many cases, an interactive tutorial.

Found Leadership ThinkBox is based on MBTI ThinkBox® from CPP, which adds the wealth of information about personality types and preference to ThinkBox libraries. Found Leadership has added to this package tutorials and custom processes driven by the needs of technology companies. The result is a virtual coaching system that can be further customized to incorporate individual client company values, processes, and information.



A wealth of resources offered in multi-media formats

# HR Service Providers: Leading with Innovation

## Found Leadership ThinkBox as Competitive Differentiation

As companies begin to emerge from the economic downturn, one of the biggest issues they face is retaining their top individual contributors and first line managers. These are the people who have carried their companies, carrying larger workloads and working longer hours. They are vulnerable to the notion that other places to work might offer improved work/life balance. One of the tools companies have utilized to retain people, is to create a “learning culture,” and invest in the development of their people by funding development programs. Your companies still face challenging budgets and scarce funds to invest in the development of their people, and are looking for new answers that provide high impact with low investment per person.

As an HR Service Provider, your company can offer the perfect solution to this challenging situation. Found Leadership ThinkBox offers on-demand learning that is situation-based, and therefore the perfect tool for individuals and managers companies want to support. A key feature of ThinkBox is the fact that a person can turn to it privately, and does not require surfacing to senior management or HR a need to learn more about particular skills or practices. This allows people to develop freely, and supports people who have preferences for introverted and extraverted social styles.

ThinkBox can be offered to companies as a value-added option to the suite of HR services provided. They can purchase as many different clients as they choose and deploy them based on merit, need, and frame them as either support or acknowledgement of a person’s achievements. Framed correctly, ThinkBox can be positioned as a key new value-added service that sets the HR Service Provider apart from the competition.

## Found Leadership: Coaching. Consulting

We help executives and upper management answer challenging questions. How to look beyond product to position your company for growth. Why turning to your employees for input may be the first step in building retention back into your human capital strategy. How the group of people called the Leadership Team can actually be turned into one. Why moving beyond a culture of competition to social interaction could boost revenues. Why investing in development of brilliant technicians with uneven interaction and management skills can exceed by many times the investment needed in finding and setting in place their replacements.

Found Leadership delivers the framework that enables leaders to address and investigate these and many other demanding issues.



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