



### About the City & County of San Francisco





Since 2014, as a subcontractor to Conant Coaching & Consulting, **a)plan** has served as a coaching and training partner for departments: Assessor-Recorder, Controller, Environment, Municipal Transportation Agency, Planning, Public Utilities Commission, Port, Public Health, Public Works, Recreation & Parks, and Tax & Treasurer.

CCSF employees are barred from providing testimonials. Nonetheless, City Architect [Julia Laue](#) would be happy to speak with any interested parties about her and her department's experience: [Julia.Laue@sfdpw.org](mailto:Julia.Laue@sfdpw.org)

### About the Engagement

Our team won numerous competitive bids to help departments with key areas of focus, including strategic planning, training & coaching, and 360-degree reviews.

#### a)plan Services Used:

-  One-on-One Coaching
-  Team Coaching
-  Training
-  360 Degree Reviews

#### Engagement Summary

Our robust approach to meeting the City's needs involved coaching, consulting, training, and 360-degree reviews. Our work has included training for all staff, strategic planning workshops for all supervisors, facilitated small group conversations around performance improvement and career optimization, as well as individual coaching to support leadership development and behavior change. Training topics include: Managing ambiguity • Giving & receiving feedback • Coaching peers & direct reports • Manager essentials • Time management • Influence & negotiation • Decision making & role clarity • Executive presence & presentation skills • Goal setting • Problem solving • Meeting etiquette • Team communication • Culture transformation • Conflict resolution.

### CCSF's ROI

Our client surveys help customers understand the return of their ongoing coaching and training investments. For CCSF, participants were asked to rank their agreement with various statements on the impact of their experiences.

#### Good Investment

92%

Said our **training** was a good investment of time and energy.

#### Exceeded Expectations

81%

Said their **coaching & 360-degree review** process exceeded their expectations.

#### Valued Our Training

100%

Valued our **training** on "Executive Presence & Presentation Skills."

#### A Trusted Partner

94%

Said their **coach** was a trusted and valuable partner in their growth.