

Hone

Case Study 002

CLIENT: HIGH-GROWTH
SERIES A STARTUP
YEAR FOUNDED: 2010
HEADQUARTERS: CALIFORNIA, USA
OF EMPLOYEES: 375+
JOINING FROM: USA, IRELAND, UK, REMOTE
HONE ENGAGEMENT: 2019 PILOT
EXPANDED ROLLOUT 2020



Hone had the pleasure of managing a pilot of Manager Essentials training, for a total of **50 graduates** of the program, from September 2019 through present.

Hone rolled out a Manager Essentials with live sessions on:

- *The Coaching Approach;*
- *Build High Trust Relationships;*
- *Delegate Like a Pro;*
- *Give Feedback That Lands.*

During a **series of 60-minute working sessions**, Hone provided high quality service to the HR admins to customize the course content and case studies to align with the company's mission, vision, values, and branding.

For this pilot, Hone saw **extremely high engagement rates and positive overall feedback**, including:

4.5/5

rating of the overall
experience of the **program**

4.5/5

rating of the overall
experience of the **facilitator**

100%

participants agreed that the
sessions were a **good use of
their time**

8.6/10

would **recommend** the
program to a friend

When asked when the managers will apply what they learned, **100% stated that they would apply their learnings immediately**, saying:

- “ASAP,”
- “during all of my 1:1s with my team,”
- “starting today!” and
- “always.”

Managers shared **positive feedback on the experience**, including learning about:

- “the power of open-ended questions that lead to deeper understanding and connection,” and
- “building trust through credibility, reliability, and intimacy.”

