



“As CFO, I’m always concerned about the ROI of new programs. After Piloting Stride, I was shocked by how much value the digital coaching experience provided. We were so impressed with the level of coaching, that we immediately rolled it out to our Senior Leadership Group.”

**Bryan Netzl, CFO, Right at School**

## customer quick facts



**Company:** Right at School

**Corporate Overview:** Recently named to Inc. 5000 for the third year in a row, Right At School is passionate about providing a wide range of exceptional and affordable enrichment and child care programs before, during and after school to as many students, parents and schools as possible. With deep experience in educational enrichment and led by their mission to inspire a love of learning, support schools, and give parents peace of mind, Right At School provides safe, engaging, and meaningful before- and after-school programs that enrich the lives of students during these key hours of the day.

**Industry:** Education Management

**Size:** 900 employees

**Headquarters:** Evanston, IL

**Website:** [www.rightatschool.com](http://www.rightatschool.com)



## challenge

### **Use Case:**

Leadership Development

### **Goal:**

Quickly upskill newly promoted executives with the leadership development they need to excel in their roles. As the business expands quickly and prepares for upcoming hypergrowth, Right at School wanted to provide an outlet for leaders to get the support they need at the moment they need it.

### **Success Factor(s):**

For Stride to be seen as a success they wanted to see leaders motivate and engage their team members, to see deep and continued engagement of Stride's coaching program, and to see high employee satisfaction ratings and positive reviews of how Stride's coaches helped level up and grow their leaders.

*Right At School had recently promoted high performing employees into new leadership roles and was challenged with helping them level up their skill sets to exceed in their new roles. In addition they were heading into their busiest season and wanted their leaders to have an outside source to lean on in times of stress.*

*Their success depended on scaling their business very quickly amidst their busiest season, so speed and ease was critical. It was imperative to keep their employees happy, engaged and productive during the beginning stages of a large growth period.*

## solution

### **Coaching Type:**

(1) Micro-Learnings, On-Demand Chat Coaching and Live Zoom Coaching

*We provided an on-demand and live coaching package and started the implementation with their executive leadership team.*

*Their leaders received weekly Slack alerts with tips, tricks, and best practices. They also received on-demand executive coaching via Slack from our certified coaches Monday through Friday, and had the freedom to schedule regular one-to-one Zoom sessions on a monthly basis with the coach of their choosing.*

*Stride Insights & Analytics gave Right at School anonymized data on employee engagement in the program, giving their People Team a deep understanding of the most common topics of coaching sessions, and key challenges the “coachees” were facing.*



## results

the outcomes were better than expected!



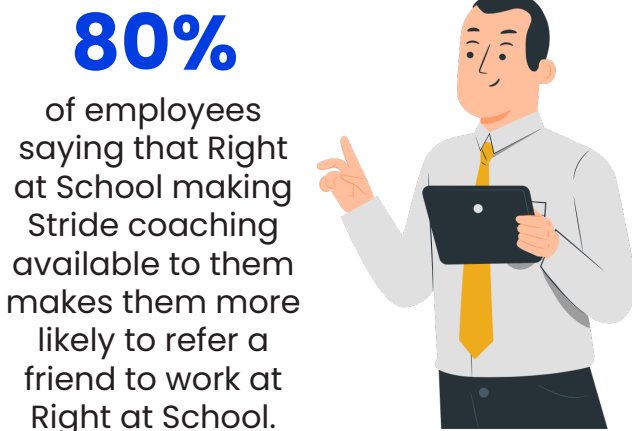
Not surprisingly, the top coaching area topics were aligned to their use case, goals, and success factors around **Leadership Development**.

Coaching sessions included topics like:

- **growing as a leader**
- **leveling up their skills**
- **motivating and engaging their team members.**



Finally, because of the program's success, Right At School rolled the Stride coaching program out to all of their Vice Presidents!



## results

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*Stride has provided professional growth in just a few short months, and I appreciate the ability to reach a coach On-Demand. Stride coaches listen to determine my needs, help bring clarity to the situation, challenge my thinking, and help me create actionable next steps that drive positive outcomes.*  
- **Tiffany Bliss, Regional Vice President**

*It was more fun than I expected it to be...it felt like the answers were inside me - and the coach was helping me see it more clearly.” Anonymous  
“Working with my coach helped me hit my goal for the year! I was really burnt out and they gave me amazing tips to help me get organized and feel refreshed. - **Anonymous***

*Coaching has been great. I got through annual reviews this year easier than ever. - **Anonymous***

*Because of my coach, not only was I able to get the promotion I wanted, but I was able to get an even bigger raise than I had initially hoped for. My leadership team was so impressed with the way that I presented myself. Thanks for helping me organize my ideas and boosting my confidence!  
- **Anonymous***

*(Higher pay and promotions are a lagging indicator of higher Employee Engagement, Satisfaction, and Retention Lattice Report, 2023)*

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