

CASE STUDY

FROM HR ESCALATIONS TO LEADERSHIP

How Unconquerable Security Solutions transformed frontline supervision — and why the results outlasted the program.

Unconquerable Security Solutions · Illinois & Boston · Security Services · 125 Employees · 2026

125

Employees

12

Supervisors

14

Sites

8

Week Program

USS needed supervisors who could communicate professionally under pressure, build trust with officers, reduce unnecessary escalation, and lead consistently across six operational sites.

— Andre Baux, Executive Sponsor, Unconquerable Security Solutions

THE BUSINESS CHALLENGE

USS supervisors were operationally strong — but many had entered leadership roles without formal development in leading people. The result: unnecessary escalation, communication friction, and inconsistent management practices across six sites.

ROOT ISSUE

Many employee issues escalated because of how messages were delivered, not because of the issue itself. Communication was the symptom. Leadership capability was the root.

What Leadership Was Experiencing

- Communication delivered harshly — tone escalating the issue
- Employee concerns reaching HR for issues resolvable at shift level
- Supervisors managing through authority rather than relationship
- Limited coaching capability; defaulting to correction over development

What the Organization Was Experiencing

- Inconsistent leadership practices across six operational sites
- Difficulty balancing operational demands with people leadership
- Limited self-awareness among supervisors regarding impact on others
- Officers feeling managed — not supported, not trusted, not led

THE SOLUTION

USS partnered with Drink Some Water.® LLC to design and deliver the Frontline Manager Program™ — an eight-week, blended-learning experience built around one premise: supervisors need practical, repeatable leadership skills they can use on shift the very next day.

The program was not a training event. It was a behavioral change initiative. Fifteen supervisors from all six sites participated in structured sessions spanning in-person workshops, virtual group coaching, DiSC assessment and debrief, online microlearning, and a 30-day accountability refresher.

Leadership Competencies Developed

- Communication under pressure and professional delivery
- Emotional regulation and trigger awareness
- Coaching conversations over correction
- Trust building and consistent follow-through
- Conflict resolution and early intervention
- Leadership clarity: managing vs. leading

Learning Methodology

- In-person leadership workshops
- Virtual group coaching and DiSC debrief
- Individual Development Plans (IDPs)
- Microlearning modules via DSW Training Academy
- 30-day accountability refresher session
- Peer learning and shared application reflection

BEFORE THE PROGRAM → AFTER THE PROGRAM

BEFORE		AFTER	
✗	Escalation reaching HR for issues resolvable on shift	✓	Earlier conflict intervention before escalation occurs
✗	Communication delivered harshly — tone causing more conflict	✓	More intentional, professional delivery under pressure
✗	Reactive leadership: responding after problems explode	✓	Proactive coaching conversations replacing reactive correction
✗	Inconsistent supervisor approach across six sites	✓	Consistent leadership practices operationalized via Shift Ready Playbook
✗	Limited self-awareness about leadership impact on others	✓	Greater self-awareness and emotional regulation on shift
✗	Officers feeling unheard, untrusted, or managed — not led	✓	Officers experiencing trust, structure, and consistent leadership

ORGANIZATIONAL IMPACT

The strongest outcome was not found in survey scores.

It was found in adoption.

USS adopted the Shift Ready Playbook as a required leadership practice across all six operational sites.

When an organization takes a tool born in training and builds it into standard operating procedure, the investment compounds. Every shift. Every site. Every day. This is the highest measurable form of program ROI — culture change embedded into daily practice.

What Adoption Looks Like at USS

Supervisors across all six sites now open every shift using the Shift Ready Playbook as a consistent framework for communication, team check-ins, and accountability. The playbook did not replace operations — it became part of how operations runs.

THE DATA: LEADERSHIP CONFIDENCE SCORES

Supervisors showed the greatest growth in Leadership Growth Planning, Leadership vs. Management Clarity, and Managing Team Tension — the exact capabilities tied to USS's original challenge. All eight competencies trended equal or higher post-program.

Competency Area	Before	After	Change	
Leadership Growth Planning	4.33	4.89	+0.56	
Leadership vs. Management Clarity	4.22	4.67	+0.44	
Managing Team Tension	4.44	4.78	+0.33	
Professional Communication Under Pressure	4.67	4.89	+0.22	
Navigating Difficult Conversations	4.67	4.89	+0.22	
Structured Shift Leadership	4.89	4.89	—	
Leadership Self-Awareness	4.67	4.67	—	
Building Team Trust	4.89	4.89	—	

VOICES FROM THE FIELD

The 30-day cohort refresher surfaced direct evidence of behavioral change. These are not aspirational statements. They are what supervisors reported doing differently on shift.

"I'm not talking at you, we're talking together."

— Lt. Holley — on shifting from directive to dialogue

"Before I said something, I thought about it. I had to slow myself down."

— Bernard — on managing communication under pressure

"I've been focused on being more of a coach approach."

— Elijah — on replacing correction with coaching conversations

"You gotta pull them to the side, out of the public... give them that one time to get it off, then let's talk."

— Lt. Holley — on early conflict intervention

"I pulled my 1 and 2 together. We can't trust each other and expect the team not to see it."

— Andre Baux — on leadership alignment across the organization

WHAT ENTERPRISE LEADERS CAN LEARN FROM USS

01

Frontline leadership drives culture.

Culture is not set in executive meetings. It is built or broken by what frontline supervisors do in every conversation, every shift, every day.

02

Communication impacts retention and engagement.

Most escalation is a communication problem wearing an operational mask. Fix how leaders deliver messages and you change the outcomes that follow.

03

Leadership development must be operationalized.

Training alone does not change organizations. When tools become embedded into daily practice — the way the Shift Ready Playbook did at USS — the learning becomes lasting.

04

Sustainable change requires daily practice.

USS did not just complete a program. They changed how leadership is practiced across six sites. That is the standard every leadership investment should be measured against.

"Leadership development is not complete when the session ends. The real measure is what leaders carry back into the workplace — how they communicate, how they build trust, and how they create conditions for others to grow."

Dr. Denitra D. Griffin, Ed.D. | CEO, Drink Some Water.® LLC

ABOUT DRINK SOME WATER.® LLC

Drink Some Water.® LLC is a leadership development firm specializing in frontline manager readiness, workforce performance, and organizational culture change. We design learning experiences that equip supervisors with the skills, tools, and self-awareness to lead people effectively while delivering operational results.

Our Frontline Manager Program™ is built for organizations ready to move from escalation to leadership — from reactive management to intentional, trust-centered supervision that reduces turnover, strengthens engagement, and drives sustainable performance.

Contact Us

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Business Credentials

M/WBE · WOSB · BEP · NMSDC
Certified

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