

# ORGANIZATIONAL DEVELOPMENT BUSINESS LEVERS

In my OD & leadership work, I design interventions & experiences that improve leader effectiveness, protect revenue, & reduce talent risk. I track their impact through engagement, retention, productivity, & quality metrics.

## TALENT & RETENTION LEVERS

- Reduced regrettable turnover in critical roles & teams, translated into avoided replacement & costs per role. (**RegretTurn -18% in 2025**)
- Higher internal mobility & promotion rates, especially for program participants & their teams. (**+211% internal pipeline in 2025**)
- Stronger leadership bench (more roles with at least one “ready now/ready soon” successor), reducing vacancy time & external search fees (**+13% 2025**)

## ENGAGEMENT & PRODUCTIVITY LEVERS

- Increased **team** engagement scores for leaders developed . (**+28% in 2025**)
- Higher revenue | output per employee & improved department productivity metrics (e.g., project completion rates, cycle time, CX scores). (**+33% in 2025**)
- More time spent on strategic vs. administrative work for leaders after interventions, indicating better focus & leverage. (**Avg of +4 hours/week due to efficiency in systems implemented in 2025**)

## QUALITY, CLIENT, & GROWTH LEVERS

- Improvements in quality indicators (error rates, rework, defect rates, deliverable deadlines) following process, culture, or leadership changes.
- Customer metrics that move with leadership & culture work: NPS, CSAT, ARR, & time-to-resolution. (**NPS increase of 8 points in 2025**)
- Innovation outputs tied to leadership & team programs: new ideas shipped, new products/features launched, or AI-implemented process improvements. (**Increase of AI efficiency after Prompt Training +43% in 2025**)

## CULTURE, BEHAVIOR, & LEADERSHIP LEVERS

- Behavior change indicators: pre/post 360s, manager feedback, observation of specific target behaviors “showing up” in the flow of work. (**+52% in 2025**)
- Strengthened feedback, coaching, & real inclusive behaviors, reflected in upward feedback, pulse surveys, & qualitative narrative data.
- Reduced people-leadership risk: fewer employee relations issues, escalations, & team “red zones” after targeted interventions (**21% fewer ER issues in 2025**)

## COST, RISK, & ROI MATH LEVERS

- Hard savings from reduced turnover, absenteeism, & burnout (e.g., 8% turnover reduction = millions in avoided annual cost in large orgs). A total savings of \$217000 for clients in 2025
- Faster ramp for new leaders & teams after onboarding or change management support, measured as time-to-productivity. +43% faster adoption of transformation
- Classic ROI calculation on major programs:  $(\text{tangible benefits} - \text{program cost}) / \text{program cost} \times 100$