

ATD Recognizes Culture Change Success with TRP

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On Thursday, November 7, 2019, Liberty Resources was honored with the ATD CNY BEST Talent Development Not for Profit Organization Award for linking talent development to the organization's strategic growth or success with its Unexpected Creation of a Performance Development Plan.

Liberty Resources increased the size of their workforce from around 600 employees to over 1,500. This growth taxed infrastructure and exposed inefficiencies in processes and technology. Turnover rate rose to 36% impacting consistency and quality of service.

To revitalize the spirit of the workforce, Liberty Resources utilized an Emotional Intelligence curriculum entitled **Becoming a Totally Responsible Person® (TRP®)** as a culture change initiative within the agency.

The goal was to provide employees the training and support needed to overcome obstacles through collaboration, innovation and the ability to see opportunity where others saw barriers. In addition, the outdated, stale feedback performance evaluation model has been transformed to a dynamic, forward facing performance development model focused on growth and development.

With the implementation of the Totally Responsible Person (TRP) program, Liberty Resources has seen a noticeable change in the attitude, emotions and behaviors of the workforce. Leadership is modeling and living the principles of TRP; staff wants more TRP in their lives. One employee expressed, "Since taking the TRP class, I have found that I am thinking twice before reacting, that my reaction and action for things is a more positive approach rather than a negative one." In addition, the turnover rate for the group of employees who have been TRP trained has dropped to 2% compared to the agency's overall turnover rate of 36%. Judges stated that this program demonstrates a leadership that was willing to self-assess and support a much-needed culture change.

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