

A New Era of Leadership: NTI's Strategy for Developing Middle Managers



Founded:

1995

Headquarters:

Boston, Massachusetts

Number of Employees:

36

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The Company:

NTI is a nonprofit organization dedicated to empowering individuals with disabilities. NTI has been at the forefront of the work-from-home movement, leveraging technology to connect individuals with disabilities to fulfilling careers. With a mission to foster inclusivity and economic empowerment, NTI offers a range of services, including job placement, training, and ongoing support. By partnering with employers across various industries, NTI helps create inclusive workplaces that value diversity and ability.

The Challenge:

NTI has encountered a challenge in strengthening its middle management team. While many managers bring valuable experience in their fields, some have had limited formal leadership training to support effective team guidance and motivation. This has led to occasional inconsistencies in performance, challenges in employee engagement, and adaptation to organizational changes. Recognizing the potential within its team, NTI saw the opportunity to invest in personalized development programs that empower managers to grow as confident, inspiring leaders.

Employee Development Challenges Included:

<p>Limited Resources:</p> <p>NTI's small HR team struggled to provide comprehensive leadership training.</p>	<p>Skills Gap:</p> <p>Some managers needed further leadership development to better support team performance and foster a positive, motivating environment.</p>	<p>Time Constraints:</p> <p>Traditional training programs were time-consuming and disruptive to daily operations.</p>
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"I've noticed that many long-time team members were placed in roles without formal training, and we wanted to provide them the opportunity to build these critical skills."

- Claudia Montan, Director of Human Resources at NTI

The Solution:

NTI partnered with Bundle to provide personalized skill development to middle managers. Bundle’s targeted approach, combined with NTI’s commitment to employee development, empowered managers to become more effective leaders, ultimately benefiting the entire organization.

Individualized Guidance: Bundle's trainers provided tailored guidance and support to each manager, addressing specific needs and challenges.

Flexible Learning: Managers scheduled skill sessions at their convenience.

Skill Development: Managers developed critical skills, such as effective communication, conflict resolution, and strategic thinking.



"I see plenty of managers, but fewer true leaders. Developing into a leader requires the right tools and a deep understanding of what leadership entails."

- Claudia Montan, Director of Human Resources at NTI

Program Overview	Group 1	Group 2
<p>Employees Enrolled: 14</p> <p>Program Launch: January 2024</p> <p>Roles: Middle managers</p> <p>Overview: Four learners were enrolled in the eight sessions for personal and professional growth. Ten learners were enrolled in 18 sessions for a deeper dive into leadership and personal growth.</p>	<p>Effective Communication</p> <p>Building Strong Team Dynamics</p> <p>Managing Stress in the Workplace</p> <p>Problem Solving</p> <p>Time Management</p> <p>Critical Thinking</p> <p>Elevate Emotional Intelligence</p> <p>Resilience Leadership</p>	<p>Group 1 Sessions plus</p> <p>Empathy and Compassion at Work</p> <p>Develop a Culture of Inclusion</p> <p>Coaching and Feedback</p> <p>Conflict Resolution and Management</p> <p>Foster Collaboration</p> <p>Motivating People for Performance</p> <p>Managing Change</p> <p>Strategic Decision-Making</p> <p>Creative Thinking and Innovation</p> <p>Poductivity and Organization Skills</p>

The Results:

The partnership with Bundle empowered NTI's middle managers, leading to a more engaged workforce, improved organizational performance, and a stronger company culture.

Increased Leadership Confidence and Effectiveness: Managers gained confidence and skills, enhancing team performance and morale.

Increased Productivity: Managers were equipped with tools to address challenges proactively and effectively, optimizing team efficiency and productivity.

Positive Organizational Impact: The development of strong leaders fostered a more positive and supportive work environment.

Session Ratings on a 5-Star Scale:



I've seen a tremendous change in our employees - a complete 180. And not just change, because some of them didn't need a change, they just needed support. Bundle was able to give them support in a different way that we may not have time to do."

- Claudia Montan, Director of Human Resources at NTI

The Future:

As NTI continues to grow and evolve, the organization remains committed to investing in the development of its leaders. The successful partnership with Bundle has provided a solid foundation for future leadership development initiatives. Looking ahead, NTI plans to extend the program to a wider range of employees, including emerging leaders and high-potential individuals. By prioritizing leadership development, NTI is well-positioned to achieve its long-term goals and continue to make a positive impact on the lives of people with disabilities.