

# RingCentral: Unleash Your Leadership Potential

## SCENARIO

RingCentral is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. Since 2015, the company had been experiencing rapid growth and success but was also facing low employee engagement and retention. With a geographically diverse, rapidly growing, and highly innovative workforce, RingCentral needed a standardized and unified approach to leadership development, coaching, and performance management in order to continue leading the Unified Communications as a Service (UCaaS) industry.

## SOLUTION

RingCentral partnered with Entelechy to design and implement *Unleash Your Leadership Potential*, first as a six-month blended learning program with in-person workshops and then as a nine-week all-virtual learning experience. Highlights of the program include:

- Powerful blend of **hands-on experiential learning**, **discussions**, **personalized leadership assessments**, and **self-guided learning**.
- Reached **1,000+ leaders** in **15 global locations**.
- **Real-world scenarios** and **skill practice sessions** build competence and confidence.
- **Creative and engaging activities** stimulate discussion and **spark personal growth**.
- Action planning to **set goals** and **plan on-the-job application** of skills and techniques learned.

As RingCentral continues to scale, we need a unified leadership culture. *Unleash Your Leadership Potential* provides leaders with a common leadership approach that distinctly reflects our vision for the organization.

The thoughtful program design and masterful selection of topics have helped our leaders elevate their confidence in leading their own teams especially at a time of great uncertainty.

— Karl Benson Molina, Senior Manager, Talent Development



## RESULTS

**77 Net Promoter Score** (Classroom)  
**70** (Virtual)

*A Net Promoter Score above 50 is considered excellent.*

**9/10 customer satisfaction rating**  
**100% customer response rate**

**Increase in leadership skill mastery**  
Coaching, feedback, delegation and more

**Notable participant growth**  
Increased promotion rates and engagement

### Industry awards



Best Advance in Leadership Development (Brandon Hall)



Best Development Program for Frontline Leaders (Brandon Hall)



Excellence in Partnership (Chief Learning Officer)