

Republic Services: Leadership Fundamentals

Unleash Your Leadership Potential

SCENARIO

As the second largest waste management company in the United States with 30,000 employees, Republic Services provides non-hazardous solid waste and recycling services to commercial, industrial, municipal, and residential customers. Ongoing growth through acquisitions made it challenging to establish a single corporate culture where employee engagement is consistent and high, turnover in key positions is at healthy levels, and productivity, safety, and profitability levels are strong and stable. The Learning and Talent Development team at Republic Services sought to develop a leadership journey that would transform the organization with a focus on high performance through deliberate employee development.

SOLUTION

Republic Services partnered with Entelechy to create *Leadership Fundamentals*, a customized version of Entelechy's *Unleash Your Leadership Potential* program. Leaders leave ready to build productive, meaningful relationships with employees, lead effectively, and develop talent and bench strength through deliberate coaching and performance management. Highlights of the program include:

- Reached **4,000+ leaders** in **20 different locations** throughout United States and Puerto Rico.
- **Real-life scenarios** and **feedback sessions** to build competence and confidence.
- **Creative and engaging activities** to stimulate discussion and **spark personal growth**.
- An **executive reinforcement track** increased awareness and accountability throughout the organization.

“The beauty and power of *Leadership Fundamentals* is that it invites us to reflect and self-assess, rather than just telling people what needs to be followed. This was driven home consistently throughout the program. That consistency, along with the power of the models, made a huge difference for me.

— *Leadership Fundamentals* participant



RESULTS

+6 increase in engagement scores
Now in high performing category

Measurable business impacts
Increased productivity, safety, and morale

14% turnover rate for participants
(compared to 58% for non-participants)

\$12M cost avoidance in workers' compensation claims

Industry awards



Best Advance in Leadership Development (Brandon Hall)



Excellence in Vendor Partnership (Chief Learning Officer)