



CASE STUDY

Congreso de Latinos Unidos Talent Management and Supervisory Capacity Building Training



Congreso de Latinos Unidos wanted to preserve its vibrant grassroots history and spirit while strengthening its professional standards and increasing its accountability for client outcomes to funders. As part of the rollout of a cutting edge, agency-wide new business model, Congreso sought to improve the quality of service delivery by improving supervision practices across the organization and reducing turnover among staff.

The mission of Congreso de Latinos Unidos, one of Philadelphia's largest and most respected private social service agencies, is to strengthen Latino communities and engender self-sufficiency of clients through a comprehensive network of human services. Its four primary services are education, employment, family support, and health and wellness.

Organization Type

Nonprofit, Human Services

Number of Employees

300+ staff & volunteers

Client Since

2008

Website

www.congreso.net

Services Delivered

Leadership Development

Goals of Engagement

Collaborate with the client to create an organization-wide talent management strategy that would support and be fully integrated with its business strategy

Build an orientation program for new staff to welcome and educate employees while strengthening the culture of the organization

Design and deliver a supervisory skills training program to improve supervision practices and reduce turnover

Provide Congreso managers with clear and concrete methods for supporting and benefitting from the talent management process

Engage Congreso's executive team in the training and development process to ensure the program's longevity and success

Results

Built a framework for recruiting and developing talent at all levels of the organization

Developed a customized and repeatable supervision training program for all new supervisors with a strong emphasis on experiential learning, peer interaction, and collaborative problem solving

Created and disseminated a consistent and thorough about the agency's mission, business plan, operations, and culture and ensured that all new employees are given this essential information

Trained all supervisors on foundational knowledge and skills to strengthen retention-focused supervision

Shifted management practices from a focus on administration to a focus on supervision, with regular feedback as the centerpiece

Established retention and service quality as key organizational metrics and motivated Congreso to develop more consistent and in-depth measures of these benchmarks