



“After utilizing The Achieve System™, my team’s engagement scores went through the roof. We became a role model for Humana and Gallup, who commented that they had never seen a turnaround so dramatic in a single year.”

The Achieve System™ Takes Humana Team from Below Average to Flagship Gallup Scores

The Achieve System™, a groundbreaking organizational tool that delivers a systematic approach to improving performance, brings new levels of success to leaders and business units that are already renowned for their productivity. Case in point: a well-respected vice president at Humana Inc., one of the nation’s largest health care companies, called on The Achieve Institute to turn around her national team’s Gallup Employee Engagement Score.



The Situation

This vice president, who was broadly known as an excellent business leader and acknowledged by the company’s chief operating officer as someone who “got things done,” had a lower-than-average Gallup Employee Engagement Score. Even though she had been a highly successful leader capable of getting great results for many years, her team’s level of engagement, measured by the Gallup Employee Engagement Survey, registered at 3.57— significantly below other groups in the company.

Humana

The Partnership

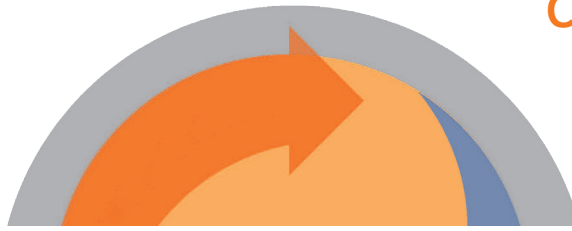
Humana Inc.

Humana Inc. is one of the nation’s largest publicly traded health and supplemental benefits companies. Humana offers a wide-range of insurance products and health and wellness services that incorporate an integrated approach to lifelong well-being.

Headquarters: Louisville, Kentucky
Founded: 1961
Employees: 35,200
Members: 10.2 million medical members (as of 12/31/10)
2010 Revenue: \$33.597 billion
2010 Net Income: \$1.099 billion

The Achieve Institute

The Achieve Institute is a leading provider of performance expertise with a dedicated team of performance experts who specialize in delivering and applying The Achieve System™. The Achieve System™ is a groundbreaking organizational tool proven to provide a systematic approach to achieving consistently higher levels of performance.



The Solution

The Achieve Institute's team of performance experts designed a **customized six-month engagement** for Humana, including:

- An initial **kickoff event** with the vice president and her direct reports.
- **Weekly coaching calls** with the vice president.
- **Follow-up calls** with the vice president's direct reports.
- An **off-site follow-up event** with the vice president and her full national team consisting of 30 leaders.

While this was a tailored engagement for Humana, The Achieve Institute recognizes that no two organizations have the same challenges or goals. That's why, unlike standardized approaches to performance improvement, **The Achieve System™ is extremely flexible and almost entirely customizable.** We offer a diverse menu of delivery platforms, from individual coaching to large team events, from workbooks and videos to e-Learning, podcasts, and more.

The Results

Just six months after implementing The Achieve System™, the Gallup Employee Engagement Score of this Humana team soared from 3.57 to 4.11. This team's increase of 0.54 points was so dramatic that Gallup itself has used the results as a case study.

"What I learned from The Achieve System™ was **how to break from tradition and use my creative talents to design new solutions,**" says this well-respected vice president whose success and productivity were already renowned within the company.

On the heels of the results of this engagement, **The Achieve System™ is now being implemented across multiple Humana divisions and groups,** including the company's top senior executive team.



"In the later stages of my coaching experience, we pulled together my whole leadership team for Achieve System training. . . It not only helped our team to work better together, but it also led to more partnerships with other functional areas in the company."

Humana Inc. is just one example of the many organizations that have utilized The Achieve System™ to capture dramatic improvements in Gallup Employee Engagement and Net Promoter scores—and in their bottom-line results.

Whether you want to improve the performance of one business unit or your entire organization, or even the results of teams that are already highly productive and engaged, contact us to learn more about The Achieve System™ and how our team of performance experts will make it work for you.

Contact Us. Call or email us to discuss how we can tailor a solution for you.
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