



COACH: Jody Ann Johnson - Miami, FL USA

“The plan is to take the entire company through the program; the first cohort was with one of the owners and the leadership team. Challenges during the program included COVID absenteeism, high season in their industry, supply chain disruption, astronomical shipping costs, changes in governmental regulation procedures, vacations, etc. We ended the program with significant improvement in all survey responses and an overall score of engagement.”



ENGAGEMENT  
INCREASED **87.5%**

## CLIENT

Advance Customs Brokers is the 2nd customs business for owners Maria Bermudez and Patricia Compres. After successfully selling their first company, their former clients begged them to get back into the business, so they did. For the last 7 years they have been the “go to” best in class for imported produce customs brokerage. In a male dominated industry these two women have shown colleagues and competitors how courage, commitment and accountability create success.

<https://www.advancecustomsbrokers.com/>

## WHY

The client had experienced a high-level turnover during 2020-2021; the tight labour market provided us with significant challenges in recruitment and escalating salary requests. Many on the team complained of being burnt out and feeling unappreciated. When I shared the concepts of Engage and Grow as a possible solution the owners quickly agreed and took the chance even though they were unsure of how it would all turn out.



### KPI's

1. Improve communication
2. Identify areas of opportunity to improve the company
3. Develop the leadership of the management team.

## HOW

Through the team members participation in the Engage and Grow program the participants engaged their fellow co-workers in their leadership acts, cross trained in one another's department to understand the workflow, engaged in understanding one another's strengths, and develop a robust onboarding program. They hired a Director of HR during the program and are re-evaluating systems to improve efficiencies. All actions designed by the team to improve the business.

## GAIN

25% I AM REALLY ENTHUSIASTIC ABOUT THE MISSION OF MY COMPANY.

25% IN MY TEAM, I AM SURROUNDED BY THE PEOPLE WHO SHARE MY VALUES

25% I HAVE THE CHANCE TO USE MY STRENGTHS EVERY DAY AT WORK

313% MY TEAMMATES HAVE MY BACK

150% I WOULD HAPPILY RECOMMEND OTHERS TO WORK AT THIS BUSINESS?

208% I HAVE GREAT CONFIDENCE IN MY COMPANY'S FUTURE.

## ANY COMMENTS WORTH HIGHLIGHTING

I got to know everyone on a personal level

I developed greater maturity

The program helped me visualize where we are and where were going

I can go beyond my fears and outside my comfort zone to grow

I had forgotten how to smile, laugh and have fun, we put the fun back in

There was a lot of friction in the beginning, we had to rebuild the respect and trust

Communication/relationships with each other improved 1000%

We work better as a team

I developed a greater level of confidence

Found out I can do things I didn't know where in me

I opened up to listening to what others had to say and grew my patience

I reconnected with my passion for the job and am back to loving what I do

VISIT OUR WEBSITE FOR MORE INFORMATION ON OUR EXCITING PROGRAMS

<https://engageandgrow.com/>