



BATON ROUGE COMMUNITY COLLEGE CASE STUDY

Turning Leadership Capability into
Measurable Performance



EXECUTIVE SUMMARY

Baton Rouge Community College (BRCC) partnered with Ther Elevation Collective for The Leadership Excellence Accelerator Program (LEAP) (formerly FLEX) to strengthen frontline leadership, stabilize operations, and elevate culture across its facilities organization.

What began as a leadership development initiative quickly became a performance accelerator aligning people, systems, and execution. LEAP moved leadership from theory to lived daily practice, equipping supervisors to lead with clarity, accountability, and confidence while modernizing how work gets done.

The result: measurable gains in engagement, execution speed, and operational reliability alongside visible cultural momentum.

THE LEAP APPROACH

The program integrates five critical accelerators:

- Leadership Clarity: Defining non-negotiables, decision rights, and leadership expectations
- Execution Discipline: Establishing rhythms, prioritization frameworks, and accountability systems
- People & Culture: Coaching leaders to build trust, psychological safety, and engagement
- Operational Systems: Implementing tools, dashboards, and workflows that support execution
- **Leadership Presence: Building confidence, communication strength, and emotional intelligence

At BRCC, LEAP was customized to the realities of facilities and operations leadership, where leadership decisions directly impact safety, service, and the student experience.

MEASURABLE IMPACT

Within the initial phase of LEAP, BRCC achieved:

- +30% increase in employee Net Promoter Score (NPS)
- +70% improvement in work-order execution efficiency
- +90% increase in response execution following new technology implementation
- 2 leaders promoted based on demonstrated leadership growth
- Leadership reassignments to roles better aligned with strengths and impact
- Launch of a Microsoft Teams Operations Hub enabling real-time coordination
- Standardized 1:1s, flow charts, dashboards, and communication rhythms

AT A GLANCE

Challenges

- Leadership inconsistency across teams
- Reactive workflows and delayed work-order execution
- Limited visibility across systems and priorities
- Strong individual contributors without scalable leadership structure
- Engagement risk among frontline teams

The LEAP Advantage

- Leadership tied to results
- Systems, not inspiration
- Culture meets execution
- Built for frontline leaders
- Scales across organizations



The program challenged our supervisors to lead with greater clarity, accountability, and confidence. We're already seeing the impact across our teams and operations.

Corlin LeBlanc, CPA

Vice Chancellor at Baton Rouge
Community College



THE ELEVATION COLLECTIVE

www.theelevationcollectives.com

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OBJECTIVES

To accelerate leadership capability by aligning behavior, systems, and execution—so leaders drive measurable performance, accountability, and cultural consistency at every level of the organization.

SOLUTIONS

LEAP strengthens leadership where execution and culture intersect. The program equips leaders with the clarity, discipline, and systems needed to deliver results while building trust, accountability, and consistency across teams.

By aligning leadership behavior with operational priorities and people outcomes, LEAP accelerates performance, improves engagement, and creates scalable leadership excellence across the organization

BENEFITS

Benefits One- Stronger execution at scale

Leaders operate with clarity, accountability, and disciplined follow-through—improving speed, consistency, and results.

Benefits Two - Higher engagement and trust

Leaders build confidence, psychological safety, and alignment, driving stronger morale, retention, and team performance.

Benefits Three - Scalable leadership consistency

Leadership expectations, behaviors, and systems are standardized across teams, sites, and functions—without bureaucracy.



Contact US
Sales Leader -

AT A GLANCE

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Benefits

- Direct Cost: \$1,000
- Indirect Cost: \$750
- Payment terms should be further discussed.



Leadership Voices

"We stopped chasing tasks and started owning outcomes."

Facilities Supervisor

"This isn't just technology—it's transformation."

Operations Leader

"The program challenged our supervisors to lead with greater clarity, accountability, and confidence. We're already seeing the impact across our teams and operations."

Executive Leadership, BRCC

THE LEAP TRANSFORMATION STORY (Core Story)

Short Version (90 seconds – Ideal for first calls)

“When we first met BRCC, they didn’t come to us asking for leadership training.

They came because things were working—but not working well enough.

Their leaders were capable. Their people were committed. But execution was inconsistent, communication was fragmented, and everything felt heavier than it needed to be.

What we saw wasn’t a people problem—it was a leadership system problem.

LEAP helped their leaders move from reacting to running the operation. We gave them clarity on how to lead, tools to execute, and systems that supported them instead of slowing them down.

Within months, engagement jumped, execution speed increased, leaders were promoted, and teams started owning outcomes instead of chasing tasks.

That’s what LEAP does. It turns leadership into infrastructure—so performance and culture improve at the same time.”

Long Version

“BRCC is a great example of the kind of client we work with.

On paper, things looked fine. The teams were experienced. The leaders cared. The organization had good intentions.

But under the surface, leaders were stuck in reactive mode—putting out fires, handling escalations, and carrying too much themselves.

Communication lived in too many places. Expectations weren’t always clear. And leadership depended heavily on individual effort instead of shared systems.

That’s when LEAP comes in.

We didn’t start by teaching theory. We started by stabilizing leadership. We helped leaders define what ‘good’ actually looked like—how to prioritize, how to communicate, how to hold accountability without burning out their teams.

Then we layered in execution systems—simple rhythms, clear tools, and shared ways of working that made leadership easier, not harder.

The shift was visible.

Leaders stopped chasing tasks and started owning outcomes. Teams became more confident. Engagement increased. Execution sped up dramatically. Two leaders were promoted. Others were reassigned into roles that fit their strengths better.

And most importantly, the culture changed. Leadership became consistent. Trust increased. People felt seen and supported and performance improved.

That’s the power of LEAP. It’s not training—it’s transformation.”