

## Client Spotlight

# ViaWest:



Laying the Foundation for High-Performing Teams.



### Background

Founded in 1999, ViaWest is an IT infrastructure company with more than thirty data centers across the United States and Canada. Their focus is partnering with businesses to customize IT solutions that are secure, reliable, and easy to scale. The company has 600 employees across eight states and one territory. The employee base at ViaWest is diverse—some have been employed there since the company began while others joined more recently, bringing skills from other tech-based businesses.

### Opportunity

During a period of growth, ViaWest hired more than 200 new employees. They acquired several smaller companies and expanded their business by building additional data centers across the country. The combination of a distributed workforce and the need to emphasize high-performing teams were major considerations for launching a new leadership-development program last year, says Luran Arledge, director of talent development at ViaWest. “In our field, there are people who are hugely influential but they may not have a title or direct reports, so I wanted to emphasize high-performing teams, not just individual

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– Luran Arledge, Director of Talent Development, ViaWest

leadership development for a small, select group.” Mrs. Arledge chose FranklinCovey’s *Speed of Trust*® content as the foundation of her program, and approximately 200 employees participated in the training. ViaWest has since transitioned to the FranklinCovey All Access Pass®, giving them access to the *Speed of Trust* program plus 22 additional content areas for a single price. “When I crunched the numbers, I realized the amount of money I spent on the participant guidebooks last year for 200 people was the same investment as getting the All Access Pass this year for every single person in our company,” she says.

### How ViaWest Uses the All Access Pass

Current employees who didn’t participate in the initial rollout of *The Speed of Trust* will go through the course either live, live-online, or using self-paced, On Demand modules. Participants will track their individual improvement over time using self-assessments before and after work sessions. Mrs. Arledge will also solicit feedback from their work teams using a 360 assessment. For reinforcement and sustainment training, they will schedule and view FranklinCovey *InSights*®, seven- to fifteen-minute On Demand refresher videos. As employees join the company, the *Speed of Trust* content will be integrated into the onboarding process, establishing a common language so that new hires will integrate easily into existing teams.

Mrs. Arledge also acknowledges that employees have their own development needs, both personal and professional. After laying the foundation with *The Speed of Trust*, ViaWest will expand the scope of their leadership-development program to focus on individual growth, harmonizing with the social support offered in high-performing teams. The FranklinCovey All Access Pass gives them the flexibility to combine multiple content areas using a hybrid training model with in-person and online work. This will enable them to meet the needs of their employees as they evolve, addressing key issues at every stage of the employee life cycle.



#### Website

www.viawest.com

#### Industry

IT Infrastructure/Professional Services

#### Number of Employees

600

#### Opportunity

Expanding a leadership-development program to build, maintain, and enhance high-performing teams.

#### Solution

- The FranklinCovey All Access Pass®



FOUNDATIONS

Trust isn’t a quality you either have or you don’t, it’s a learnable skill. Teams and organizations that operate with high trust significantly outperform those who do not cultivate trust in their culture. Developing trust helps team members become energized and engaged. They collaborate more effectively, operate faster, and achieve sustainable results.



The FranklinCovey All Access Pass® allows you to expand your reach, achieve your business objectives, and sustainably impact performance with unlimited access to FranklinCovey content. The pass comes complete with tools, assessments, videos, digital learning modules, and all of FranklinCovey’s training courses—available Live-Online, On Demand, and Live In-Person.

For more information, contact us at [inquiries@franklincovey.ph](mailto:inquiries@franklincovey.ph).

