



essential Impact

SYSTEMS FOR COACHING CULTURES

HOW WE MEASURE SUCCESS

ICF PRISM AWARD | VANCOUVER CHAPTER | 2010

Surrey Food Bank & Essential Impact

- Coached all 9 of the leadership team
- Initially 5 staff and 4 board members were trained in Excelerator™ Essentials
- Eventually all of the administrative leadership staff took the training and continue to do so to this day (only possible because of the SEEDS program)

WHAT HAPPENED

- During the first two years of the recession donations increased by 14% and 18%
- Turnover dropped from 100% to 10% and has stayed at close to that level since
- The SFB and their leadership team have won numerous business leadership awards for their community leadership and innovation