

CASE STUDY 47QRAA18D00D2

Client: The National Archives and Records Administration (NARA)

Contractor: Topsarge Business Solutions (TBS)

Program Focus: Executive Coaching



EXECUTIVE COACHING SERVICES FOR NARA

OBJECTIVE

The National Archives and Records Administration (NARA) engaged Topsarge Business Solutions (TBS) to deliver comprehensive Executive coaching services for Senior Executive Service (SES) and Senior Level (SL) employees. The initiative's goal was to foster self-exploration and development, contributing to an improved workplace culture. By leveraging individualized and confidential coaching partnerships, the program sought to maximize leadership potential, enhance personal and professional effectiveness, and align individual performance with organizational objectives.

SCOPE OF WORK

The coaching program was tailored for 13 SES and SL employees at NARA who had recently joined the agency or been promoted within the past two years. Each participant received 26 hours of coaching services, delivered over a year with bi-weekly sessions. The coaching was conducted virtually via 508-compliant video conferencing platforms to ensure accessibility.

The program's objectives were to maximize individual leadership potential, enhance personal and professional effectiveness, improve workplace relationships and organizational performance, foster creativity, learning, and alignment with mission objectives, and build resilience and provide support for navigating challenging situations. To meet these goals, TBS delivered individualized coaching sessions using 360-degree feedback, and additional assessments. Our project manager delivered monthly reports detailing the coaching hours and progress to keep stakeholders updated and informed.

METHODOLOGY

TBS coaches collaborated closely with each participant to create personalized development plans. Initial sessions focused on establishing trust, clarifying goals, and identifying key areas for growth. Subsequent sessions provided targeted guidance, actionable strategies, and ongoing feedback. Participants had access to 360-degree feedback to gain insights into their leadership impact, self-assessments to identify strengths, blind spots, and developmental needs, and customized resources tailored to individual goals.

To accommodate participants across various locations, TBS coaches followed International Coaching Federation (IFC) markers. All coaching sessions were conducted in a secure and confidential environment, fostering open and honest discussions.

CONCLUSION

TBS successfully delivered an Executive coaching program that aligned with NARA's objectives of enhancing leadership effectiveness and fostering a positive workplace culture. By leveraging a structured yet flexible coaching framework, TBS enabled participants to achieve their personal and professional goals while driving organizational success. This partnership underscores TBS's commitment to delivering high-quality, results-oriented coaching services for government agencies. The program's success positions TBS as a trusted provider of leadership development solutions, capable of meeting the unique needs of public sector organizations.

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