

Leader Development

Our Approach



Victor 12, Inc. supports today’s leaders by developing the qualities of effective leadership and emotional intelligence that are essential for organizational success. We create and deliver positive learning experiences that drive higher, more efficient levels of engagement for emerging and seasoned leaders. Since leadership requirements vary by role, we leverage a flexible approach, maximizing the potential of leaders at every level of the organization and then empower them to define and navigate their path forward.

From addressing performance challenges and improving communication skills to developing problem-solving approaches and identifying self-imposed barriers, Victor 12 offers a range of leader-specific services and solutions to enhance individual performance and skills while empowering leaders to develop others within their organization.

Our leadership development professionals and certified leadership coaches take a phased approach for developing, managing, measuring and integrating each leader and executive development program. With a leadership curriculum grounded in traditional psychological and business principles, our experts focus on shifting behaviors that drive performance and results for the individual and the organization. Our approach includes rigorous evaluation of individual and organizational results.

Realized Benefits



- Strengthens leadership and management competencies at all levels of the organization.
- Equips leaders with the knowledge and skills needed to handle continuously changing and uncertain environments.
- Establishes a process for continuing to evolve in times of change.
- Expands visibility and clarity of specific roles and responsibilities for leaders and their staff.
- Develops and strengthens the agency’s internal coaching skills to improve individual, team, and organizational performance.
- Provides leadership and performance assessment, such as 360-degree feedback and personality type assessments, to relay valuable performance information from multiple perspectives.
- Creates virtual, on-demand collaborative workspaces for real-time, anywhere exchanges and information access.



Past Performance



Veterans Benefits Administration (VBA) VBA Training Program Support Victor 12 provides ISD and Human Performance Technology (HPT) expertise to support training initiatives for all seven of VBA's business lines. We provide onsite expertise in the form of Learning and Performance Consultants (LPC) who work in VBA's Central Office (VBACO) with the Office of Talent Management's Training Management and Performance Improvement Division to design and develop, and deliver four leadership courses: Directors Development Program (DDP), Emerging Leaders Program (ELP), Leadership Enhancement and Development (LEAD), and Supervisory and Management Training (SMT). SMT courses are delivered via VILT. Victor 12 VILT Course Advocates provide instructor training, walkthroughs, session preps, technical support throughout the course. Designed and developed the VBA Supervisor's Guide to HRM. This web-based job aid provides supervisors with general HR guidance on the role of a supervisor, creating and filling positions, managing your people, and managing the work environment. **Exceptional CPARS.**

VA Leadership Development Directorate Victor 12, Inc. facilitates VHA's premiere leader-development program, Virtual Aspiring Leaders Program (vALP). We provide experienced instructors, coaches, and facilitators to deliver a 21-week, Cohort-based Virtual Leadership Course for 200+ high performing leaders that are geographically distributed across the three VA's Administrations. The course is comprised of webinars, weekly team meetings, and self-paced activities. We support courseware development and maintenance efforts for vALP and other targeted VA-leader programs to include New Supervisor Essentials (NSE) and Supervisor Manager Refresher Program (SMR). Through the soft skills training, we have trained over 2000 individuals with an estimated \$3.1 million in travel savings to the customer. **Exceptional CPARS.**



John Coster, CEO
(352) 843-7157
jcoster@victor12.com

2000 N. Alafaya Trail, Suite 300, Orlando, FL 32826

Victor12.com