

# 86 REPAIRS SUCCESS STORY

86 Repairs Amplifies Team Engagement and Collaboration with Stride to Foster a High-Performance Culture.



## AT A GLANCE

### CHALLENGES

- ✓ Small team dynamics
- ✓ Overshadowed brilliance
- ✓ Employees do not feel empowered
- ✓ Lack of open communication
- ✓ Difficulty in holding tough conversations

### BENEFITS

- ✓ High-performance culture
- ✓ Created a safe space to take risks
- ✓ Seamless learning process
- ✓ Empowered critical conversations
- ✓ Continuous upskilling & improvement
- ✓ Actionable insights for strategy refinement

*"Stride's group coaching has truly been a game-changer. Our coach provides specific resources that directly address our needs. It feels personalized and relevant and has been pivotal for our team's growth. Just last week at a leadership offsite, I watched multiple leaders communicate with incredible intention and curiosity, directly reflecting Stride's impact."*

**KATIE KAMMES**

— Learning & Development, Senior Lead



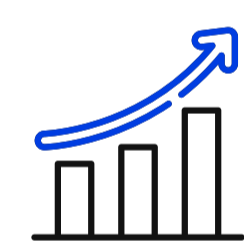
## CHALLENGE

As the company evolved, 86 Repairs, a high-growth tech-enabled solution built for the restaurant industry, wanted to ensure its team felt engaged and empowered. Seeking ways to strengthen its collaborative culture to ensure every voice is heard and valued.



## SOLUTION

Partnering with Stride, 86 Repairs introduced tailored coaching sessions with ICF coaches, from 1-to-1 sessions to group coaching. The focus was on fostering an environment of trust, transparency and empowerment, encouraging employees to tackle critical conversations confidently.



## IMPACT

### Cultivating a High-Performance & Accountable Culture

Employees were supported to take risks and action on peak performance drivers through on-demand resources and individual coaching.

### Seamless Learning & Trust-Building Environment

The cross-departmental interactions developed through group coaching provided holistic learning while nurturing team respect and trust.

### Empowering Critical Conversations For Continuous Improvement

Open communications and diverse perspectives enabled meaningful conversations, contributing to company-wide growth initiatives.

### Real-Time Feedback for Strategic Decisions

Monthly feedback and insights from Stride provided 86 Repairs with actionable data, fostering informed strategic decision-making.



# ABOUT 86 REPAIRS

86 Repairs manages the repair and maintenance process for more than 2,000 restaurant operators in the U.S. and Canada, from upscale full-service restaurants to quick-service franchised brands.

Learn more at <https://www.86repairs.com>.

100%

## Overall Coaching Benefits

Employees agree or strongly agree that coaching is beneficial to them.



45%

## Comfort in Difficult Conversations

Increase in feeling more comfortable having difficult conversations with colleagues.

88%

## Created a Safe Space to Take Risks

Agree or strongly agree that coaching helps them feel safer taking risks and making mistakes.

87%

## Referral Intent

A significant majority are more likely to refer someone to work at this company post-coaching.

100%

## Beneficial Learning and Application

Every respondent believes that the concepts and skills they learn are beneficial, with 73% strongly agreeing. All respondents feel they can apply their learning to daily work, with 80% strongly agreeing.

***"Stride is enabling us to provide ongoing support to our teams when needed, in the moments that matter and providing insights that help shape our strategy. We're committed to developing a culture of accountability and high performance at 86 Repairs."***

**ERIN MCCANN**

— Head of People Operations



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