

Company Name:
Vic.ai

Location:
New York City

Company Size:
Series B

Industry:
Software as a Service

Success Story

Reverb's Manager Training 101 was the answer to Vic.ai's needs for a first-time manager training program



After a referral from their existing Reverb People Operations consultant, Vic.ai chose to invest in their managers' development through Reverb's online learning course: Management Training 101: Practical Skills for People Leaders. The team also engaged a Reverb leadership coach to facilitate a cohort learning experience focused on driving deeper discussions and application of the course materials.



CHALLENGE:

Vic.ai is a company that automates accounting processes using AI technology. Their People Operations Business Partner, Kristen Gilmartin, was referred to Reverb's Management Training 101 program by Kim Freeman, one of Reverb's consultants already working with the company. At the time, Vic.ai had no existing manager training programs in place. Kristen was attracted to Reverb's offering of an on-your-own training platform complemented by group coaching sessions.

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SOLUTION:

After recognizing the need for formal manager training, Vic.ai enrolled their new managers in Reverb's Management Training 101, and complemented the online learning experience with a facilitated cohort learning experience.

Vic.ai enrolled 16 of their managers into Reverb's Management Training 101 online course. Additionally, they were interested in a solution that would create a cohort-style learning experience, help drive course completion and accountability, and create a forum for additional peer-to-peer learning and sharing. They chose to add on group coaching, working in two groups with one of Reverb's leadership coaches.

The Vic.ai managers enjoyed the level of engagement that the course and group coaching provided. Reverb's Management Training 101 exists to help managers increase their management capability, whether they are first-time managers or just in need of a refresher. The course develops great people leaders who engage and inspire their teams, build trust, and communicate with kindness and clarity. In Vic.ai's case, because they had no formal manager training in place, this course was the perfect solution.

Although the course can be self-paced, Vic.ai worked with Anu Arora, a Reverb leadership coach, to facilitate deeper discussions and coach managers through practical applications of course material by following a 12-week pace calendar.



RESULT:

Reverb helped Vic.ai go from a complete lack of training for their managers to a comprehensive rollout of a course specifically designed to skill up managers and equip them with everything they need to engage and inspire their teams, build trust, and communicate with kindness and clarity. The Vic.ai team appreciated the support and partnership of working with a Reverb Leadership Coach as managers made their way through the course. This allowed participants to dive deeper into the material, engage in transformative group discussions, and ultimately build more trust and connection with one another.

“The Management Training 101 program provided an outlet for our managers to connect that did not exist prior to enrollment. The style of learning was both interesting and engaging, and we are glad we decided to add on group coaching as it allowed our managers a bit more structure, accountability, and connection while going through the course.”

– Kristen Gilmartin | People Operations Business Partner, Vic.ai