



# Hannah Parker

Senior Leadership Training Professional  
Choctaw Nation of Oklahoma

**The Choctaw Nation is the third-largest Indian nation in the United States, with over 225,000 tribal members and 13,000 associates. In acreage, it exceeds the size of eight US states.**

## THE CHALLENGE

Leadership training touches frontline workers, managers, directors, and executives in every area of the Nation from casino operations to the Judiciary. These programs help people move from independent contributors to management. Skills learned help teach managers how to have critical conversations.

Enrollment in leadership courses was low due to the sit-and-get nature of the content. The underwhelming response to training resulted in unclear job expectations, disengaged employees, and lack of accountability.

## THE SOLUTION

After attending The Bob Pike Group's Train-the-Trainer Boot Camp, Hannah meticulously redesigned training around adult learning theory to meet the diverse needs of participants. Leadership jumped on board with the course change because Hannah could point to scholarly research supporting social learning.

Today in the classroom, learners do the heavy lifting. Through structured activities, they explore critical pain points and practical application. The person doing the talking is the person doing the learning—so participants work out training concepts in pairs and teams while the facilitator acts more as a coach than the keeper of knowledge.

Through social learning, retention skyrockets and engagement in the content soars. The overall training experience is better for the facilitator and the students.





## THE RESULTS

Hannah's adjustments within the course have catalyzed a nation-wide increase in associate engagement scores. Participants are learning and actively applying leadership concepts.

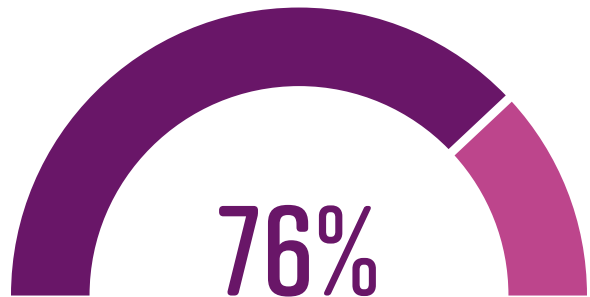
As word-of-mouth spreads, enrollment for leadership training is up 300%. As a result, productivity levels have surged, with employees consistently surpassing targets. The impact is a growing culture of continuous improvement and excellence.

**"Hannah Parker's transformative impact on our leadership development program has set a new benchmark for employee engagement and productivity in our organization. The program has driven a profound cultural shift, leading to measurable improvements in key performance metrics."**

Cassey Ryals—Senior Leadership Training Professional



**Promoter Scores  
Jumped from 2's to 10's  
Across the Board**



**Increased Engagement on  
Leadership Training**



**Growth in Enrollment on  
Word-of-Mouth**

