



Lead with Clever Care

FAQs

August 22, 2025

1. Why is Clever Care launching this program now?

Clever Care is transforming, and this program is part of that transformation. As Richard shared in his invitation email, the company is investing in what matters most: our people. This is our first-ever leadership development program, designed to strengthen the skills of associate leaders at every level so that together we can elevate the associate experience and build consistency in how we lead across Clever Care.

2. Who is this program for, and why all Associate Leaders?

This program is intentionally designed for every Associate Leader, from Supervisors to Directors. Leadership happens at all levels, and Richard's invitation to the program underscores that this is a collective journey. By bringing all of us into the experience, we build a stronger, more connected leadership community.

3. What is the time commitment, and how will it fit into our schedules?

The program requires about 3–4 hours per month, as noted in your invitation. That includes the 90-minute live sessions, a 30-minute trio coaching check-in, and occasional pre- or post-session reflection. The design ensures that what you invest in time is immediately returned in tools, skills, and practices you can apply in your daily leadership, because real growth happens in how you use these practices day to day.

4. What makes this program different from other trainings we may have done?

This is not just training, it's Clever Care's first-ever structured leadership development journey. It's applied, interactive, and built around workplace scenarios inspired in our context and industry. The peer trio coaching is a unique element that ensures accountability and reflection, turning skills into habits. It's about growing together as leaders so we can elevate the associate experience across the organization.

5. What if I miss a session?

If you can't attend live, recordings and materials will be made available. That said, live participation is strongly encouraged because the value comes from engaging with your peers and being part of the dialogue. Remember, this is a cohort journey: the more you're present, the more connected and impactful the experience becomes.

6. How does this program connect to my career growth?

This program is designed to sharpen your management skills and deepen your leadership capability. Those are the same skills that prepare you for future opportunities at Clever Care. Growing with us means you're building the capability to contribute at higher levels of responsibility as the company evolves.

7. Will executives be involved in the program?

Yes. Leaders from across Clever Care will join at key milestone moments. That reflects the company's commitment to leadership development and reinforces the importance of this journey.

8. What's expected of me as a participant?

We ask that you be fully present, keep cameras on when possible, engage openly, and model the leadership behaviors we want to see across Clever Care. Alignment does not require uniformity, but it does require surfacing what needs to be addressed, asking for help when needed, and leaving each session with shared clarity and commitment.

9. How will success be measured?

Success will be measured in a few ways: your active participation, your ability to apply skills in your role, and feedback from you and your managers. Longer-term, Clever Care will look at outcomes tied to engagement, performance, and cultural alignment, because the program's purpose is to elevate both leadership capability and the associate experience.

10. Why is leadership development such a focus of the company's transformation?

Clever Care is transforming, and leadership is at the heart of that transformation. To deliver on our mission and strengthen the associate experience, we need leaders who can navigate change with confidence, model the culture we want to build, and create clarity and consistency across teams. This program is an investment in each of you to make that possible.

11. What if I don't see immediate changes from this program?

Leadership growth is a process. Each session gives you tools to practice right away, and the impact builds over time. Small changes in how you lead, how you set expectations and how you engage your team, compound into bigger outcomes.

12. Why are the sessions being recorded?

We are recording the sessions, so no one misses out if they have a scheduling conflict. They're also a resource you can revisit to refresh your learning. In addition, the recordings may be used to support new leaders who join Clever Care after the program is underway, ensuring they can benefit from the same learning foundation. That said, the greatest value comes from being in the live discussions, where you can exchange perspectives and practice skills together.

13. How will confidentiality be handled, especially if sensitive issues come up?

Confidentiality is a core principle of this program. Sessions are recorded to capture the learning content, but breakout discussions in smaller groups will not be recorded, creating space for open peer dialogue. The recordings are intended for knowledge transfer, including support for new leaders who may join later, not to highlight individual contributions. At the same time, we ask everyone to exercise discretion: please do not name individuals or share sensitive details that could compromise trust. The goal is to model respect, protect one another, and focus discussions on leadership behaviors and practices we can all learn from.

For further questions, connect with Sheila Riordan or Trudy Do, in Human Resources.