

PROFESSIONAL SERVICES (PROJECT MANAGEMENT)

THE CHALLENGE

This company deployed all of its employees as contractors to client sites—but the feedback loop was broken. Some employees were treated like rockstars, others like disposable labor. Most worked well over 40 hours a week, and many were stuck between outdated frameworks and modern demands. Half of the workforce saw the job as temporary, while the other half was committed but frustrated. Managers couldn't effectively review performance because they rarely saw their team in action—feedback only surfaced when something went wrong. Meanwhile, employees often faced wasteful, rigid client environments without the tools or authority to make change.

THE SOLUTION

We worked with leadership to build a more human-centered operating model—one that acknowledged the complexity of being embedded in someone else's culture. Contractors were supported in developing coaching and consulting skills to better navigate messy client situations. We rethought the role of performance feedback, introduced reflection-based review practices, and worked with the company to define what "good" looked like in different client contexts. Importantly, we helped modernize how project management was being taught, so that employees could operate more flexibly and effectively.

RESULTS

The company built a more sustainable, adaptive culture. Contractors reported feeling more equipped and respected—even in difficult client environments. Managers gained tools for giving meaningful feedback, not just reactive criticism. Long-term employees became informal mentors to those treating the role as a stepping stone, and knowledge-sharing improved across the board. Client satisfaction became more consistent, and employees were no longer burned out just trying to "keep the peace."

KEY TAKEAWAYS

- Even a flexible workforce needs structure and support
- A gig culture can still have a strong internal identity
- Updating frameworks isn't just about tools – it's about mindset

CONCLUSION

Through the coaching partnership, the feedback skills of people managers, and their ability to work with clients improved. Employee retention improved by 11%.

CLIENT PROFILE

- Industry: Professional Services
- Size: 150+ employees as contractors
- Structure: External-facing workforce
- Services Provided: Leadership coaching, culture alignment, capability building
- Timeframe: 6-month engagement



Unrestricted Humans

Unrestricted Humans partners with businesses to solve their big problems. By leveraging their **Unrestricted Humans Growth Framework™** and taking a fix-it-together approach, businesses achieve both solutions for today and skills to effectively problem solve in the future.