

Strengthening Leadership to Serve the Community

Understanding Leadership Styles and Climate

Case Study



HOW KORN FERRY HELPED THE CASTLE ROCK POLICE DEPARTMENT STRENGTHEN LEADERSHIP—AND COMMUNITY TRUST

The Castle Rock Police Department (CRPD) has long focused on a strong internal culture through its One-By-One policing philosophy, which emphasizes personalized service for both community members and police personnel. Under Chief Jack Cauley, the department aimed to deepen its leadership effectiveness to create more cohesive, high-performing teams and further build community trust.

THE CHALLENGE

While CRPD's culture was strong, team-level dynamics varied. Some leaders unintentionally created environments that didn't fully reflect the department's values, limiting team performance. "We noticed inconsistencies across teams," said Cauley. He recognized the need for structured leadership development and brought in Korn Ferry's Leadership Styles and Climate assessments to address the challenge.

*"We wanted every team to be performing at its best—and that starts **with leadership.**"*

THE SOLUTION

Cauley and his leadership team began by completing the assessments, then invited other leaders to participate voluntarily. "We wanted people to engage willingly, not feel obligated," Cauley explained. This approach encouraged genuine buy-in. The Korn Ferry process included:

- **Department-wide sessions** to explain the research
- **One-on-one coaching** to interpret results
- **Guided team meetings** for feedback on improvement

This provided a common language for leadership and team climate, enabling leaders to engage in constructive conversations and create a more effective, supportive environment for their teams.

THE IMPACT

The initiative led to more honest communication, improved collaboration, and stronger morale. The results were clear:

- ↓ **14%** Decrease in total crime
- ↓ **19%** Drop in property crime
- ↓ **37%** Decrease in vehicle thefts
- ↓ **41%** Fewer vehicle break-ins

The department also ranked as the **6th safest city in Colorado** (SafeWise, 2024), and survey scores showed high community trust and officer satisfaction.



LEARN MORE

Contact your Korn Ferry representative to learn more about how our Styles and Climate Survey can help your organization *Be More Than*.

WHAT'S NEXT

CRPD plans to extend coaching and assessments to all frontline supervisors and use climate surveys to measure progress. For Cauley, this initiative is about building trust from within to better serve the community.

“We can’t afford not to invest in great leadership,” he said, exploring how this model could benefit other police departments.

ABOUT THE STYLES AND CLIMATE SURVEY

Korn Ferry’s Leadership Styles & Climate Assessment gives you a clear, measurable way to connect leadership styles to their team’s motivation and commitment. This assessment helps you understand how a leader’s day-to-day styles impact team clarity, trust, engagement, and ultimately performance. It’s not about personality traits or competencies. It’s about behavior, impact, and outcomes.

ABOUT KORN FERRY

Korn Ferry is a global consulting firm that powers performance. We unlock the potential in your people and unleash transformation across your business—synchronizing strategy, operations, and talent to accelerate performance, fuel growth, and inspire a legacy of change. That’s why the world’s most forward-thinking companies across every major industry turn to us—for a shared commitment to lasting impact and the bold ambition to *Be More Than*.