

Hone

CASE STUDY

Building a High-Performing Organization Through Strong People Leaders



ModMed

YEAR FOUNDED

2010

HEADQUARTERS

Boca Raton, FL

NUMBER OF EMPLOYEES

2,500

HONE PROGRAM

Membership



ModMed partnered with Hone to scale leadership development across its global workforce, equipping people leaders with a shared foundation of skills that drove stronger performance, engagement, and retention.

The Company

As ModMed expanded across the globe, strengthening its people leaders—the frontline managers at the heart of the business who were key to enabling its teams—became a business priority. The company needed a way to align how leaders communicated, coached, and drove performance to empower its distributed workforce.

By partnering with Hone, ModMed launched a scalable leadership development program that enabled managers to build and apply foundational leadership and workplace skills.

Through the partnership, ModMed:

Scaled high-quality leadership development. Brought live, expert-led learning to managers across the globe, ensuring everyone received the same high-impact development without being limited by time zones or scheduling constraints.

Established a shared language across the organization. Equipped leaders with a common language and frameworks for feedback, coaching, and communication, so leaders could consistently show up and support their teams.

Drove measurable performance improvements. Hone's live learning experiences connected leaders with an expert facilitator and peers to practice applying skills and get real-time feedback that led to stronger performance, increased intent to stay, and higher overall employee satisfaction.

4.7 / 5

Average class rating

82%

Improved Performance



The Challenge

As ModMed expanded, they recognized a key gap: leaders across the organization didn't have a shared foundation for how to lead.

Without consistent frameworks:

Conversations varied across different teams

Expectations for what "good" looked like were inconsistent

Managers lacked a common approach to feedback, coaching, and communication

At the same time, delivering leadership development globally was incredibly complex.

"We're a global organization, and delivering leadership development at scale is complicated for a lot of different reasons," says Zach Ward, Senior Director of Learning & Leadership Development. Time zones, scheduling constraints, and limited program capacity made it difficult to reach all leaders.

But the stakes were high. ModMed's business goals depended on stronger leadership to increase performance, enable collaboration across teams, and drive continuous growth.



The Solution

ModMed partnered with Hone to launch People Leader Essentials in 2024 (which evolved into The Modern Leader in 2026), a leadership development program designed to unify the company's people-centered approach to management across the organization.

“In order to drive the behaviors that we're looking for from our people leaders, we realized there needed to be a fundamental program that shared a common vocabulary and frameworks,” Zach explained.

At the core of the program was a simple idea. If every leader understands what “good” looks like and how to apply it, performance improves everywhere. The program introduced consistent frameworks for:

- Giving feedback
- Coaching employees
- Building trust and psychological safety

This created a shared language that leaders could use across teams, functions, and regions. And with Hone's live, expert-led classes available around the clock, ModMed solved another key challenge: accessibility.

With Hone, ModMed's people leaders could:

- Join live, hour-long classes that fit their time zone and schedule
- Learn alongside peers, fostering connections across the organization
- Practice applying skills in real-world situations and get feedback from coaches and peers

Not only did Hone classes equip leaders with the skills they needed to elevate performance. It gave them a safe space to:

- Share challenges openly
- Learn from other leaders in the organization from different functions
- Gain practical, immediately applicable insights

“One aspect our leaders love is the breakout rooms. They're able to have real, honest, open conversations, explore what's working for other individuals at their level, and bring those wins and best practices back to ModMed.”

– Zach Ward, Senior Director of Learning & Leadership Development



The Results

The partnership with Hone has had a measurable impact across ModMed's organization:

Stronger performance: 82% of leaders reported improved performance as a result of the People Leader Essentials program, with 89% of colleagues sharing that their performance increased as a result.

Higher engagement: 91% of leaders shared that the learning was effective and gave the Hone classes a 4.7 / 5 average rating.

Improved retention: 54% of leaders and 77% of their colleagues reported increased intent to stay at ModMed.

Better employee experience: 68% of leaders reported increased happiness at work.

Beyond the metrics, ModMed created greater alignment in how managers lead across the organization. **"We're setting a standard for behaviors that cascades throughout the organization,"** Zach said.

Hone

ABOUT HONE

Hone's people development platform blends AI-powered and live, expert-led learning to drive measurable upskilling. With the largest content library of its kind, covering use cases like manager training, leadership acceleration, and AI transformation, HR and learning leaders can scale highly engaging experiences for any audience. Our AI-driven platform and human-led classes personalize every session, track behavior change in real time, and showcase real ROI.

Want to learn more? [We'd love to chat.](#)

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