

Client Success Story:

River Crossing YMCA

200 LEADERS • PHILADELPHIA, PA

MORNING KEYNOTE: [THE POWER OF HEALTHY TENSION](#)

AFTERNOON WORKSHOP: [LEADING CHANGE](#)

The Challenge

River Crossing YMCA has undergone extraordinary transformation. In just a few years, they've taken on nine major capital projects, navigated four mergers, and grown to ten times their original size—now reaching 60 locations and more than 2,000 staff.

But with rapid growth comes real complexity. Their quarterly Stakeholder Meetings bring together 200 of the organization's "load-bearing walls"—leaders who carry culture, care, and execution on their shoulders. Their challenge? Continue to inspire, align, and lead boldly... while holding tightly to the mission and identity that make this Y so special.



Our Partnership

To help leaders navigate this moment, River Crossing YMCA brought Tim Arnold in for a full-day experience designed to strengthen culture, increase alignment, and equip leaders for confident change leadership.



Leaders FOR Leaders
Developing Leaders. Driving Success.

- After a number of inspiring and informative updates from Y leaders, [Tim's Morning Keynote](#) introduced leaders to the core mindset of "AND thinking", a transformational approach for navigating the unavoidable complexities they face daily. They explored tensions such as:
 - Embracing Change AND Preserving Stability
 - Being Optimistic AND Realistic
 - Being Profit Focused AND Purpose Driven
- Tim's [Afternoon Workshop](#) built on the keynote, helping participants apply the healthy tension framework directly to their context. Through group activities, experiential activities, and a personal action plan, leaders learned how to:
 - Lead through uncertainty with clarity and confidence
 - Maintain organizational identity while embracing innovation
 - Navigate resistance, change fatigue, and competing priorities

The Results

The Stakeholder Offsite proved to be a defining moment in River Crossing YMCA's journey:

- 200 leaders participated across the full day
- Leaders reported feeling more aligned, connected, and energized about their shared mission
- Participants highlighted the value of naming the tensions they face—and finally having a practical, usable framework to navigate them
- Senior leadership noted a measurable shift in confidence and clarity as the organization moves into its next stage of growth



"Tim delivered exactly what our organization needed. Leaders are using his tools every single day, and the shift in alignment and confidence has been noticeable. The session wasn't just inspiring—it created real behavior change."

- Fran Cardaci, Chief Human Resources Officer
River Crossing YMCA

