



Branching out.

**WE ARE
MACMILLAN.
CANCER SUPPORT**

This national charity was undergoing significant organisational change, aligning seven separate directorates structurally, geographically and culturally. Our brief was to co-create and co-deliver a brand-new development programme for the 500-strong management community, that also aligned with an innovative new performance management approach.

In a nutshell.

- Six stand-alone one and two-day modules
- Blend of learning modes catering for very varied preferences
- Clear focus on personal action planning, support and impact at work
- Rigorous measurement of individual and organisation-level ROI.

Interaction Learning and Development

LEADERSHIP
MANAGEMENT DEVELOPMENT

What we did.

To really understand the scale and complexity of the challenge we began by undertaking an in-depth discovery phase, meeting stakeholders from across the business. With these findings in mind we created a clear learning needs framework, which really helped us to design a powerful and widely endorsed programme with clear indicators of success and business impact.

After piloting this with the Heads of Community, the programme was opened to the wider management group, supported by an internal coaching provision and carefully curated online content. Modules included professional corporate actors, experiential activities, psychometrics, 360 feedback, action learning and active skills practice.

How it helped.

- Incredibly valuable insight and clarity gained for us and the client through the initial discovery work.
- Greater self-awareness and inter-personal skills helped managers build more effective working relationships.
- A more positive regard for assertiveness and 'healthy challenge' drove better decision making and professional development.
- Better self-management delivered higher personal resilience against a backdrop of ongoing change.

What they said.

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I could not have asked for more. Interaction have gone over and above what we have come to expect when working with providers. They have been diligent, comprehensive and have delivered quality solutions within tight deadlines. The most impressive aspect of the relationship has been the engagement with the project and the determination to make it the best it can be. The result is an offer that both we and Interaction can be 100% proud of.

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