

On track for success.



After privatisation, this highly regulated organisation faced fierce commercial challenges. Balancing profit with value for money and customer service required new ways of working from its leaders. They needed different skills to thrive and drive cultural change in the new climate. The business wanted a programme that would encourage a coaching/mentoring culture and result in noticeable differences in its leaders.

In a nutshell.

- Two modular programmes for first-line and high potential leaders
- Development aligned to the talent pipeline strategy
- Leadership development seen as key catalyst for cultural change.

What we did.

We raised the bar with a new experiential style of training that set the tone for two challenging modular programmes.

For first-line managers this meant taking the all-important step from task to team focus and also stepping up to help their teams manage change. Simulations replicated the many individual and commercial challenges they would face, to provide a feedback rich experience. Greater self-responsibility, on-going peer-support and senior-manager

mentoring meant the learning was fully embedded back at work.

For high potential leaders the priority was on enhancing emotional intelligence alongside greater strategic focus. Delivery of a core business project was supported by a series of stretching behavioural workshops, 1:1 coaching and action learning sets. Visionary leadership, change management and strategic thinking were key components.

How it helped.

- Stakeholders reported positive improvements and behaviour change
- Improved levels of manager engagement and retention
- An experiential training approach was widely adopted by the organisation
- Programme was extended to run for 5 years with 9 cohorts.

What they said.

“

Probably the best/
most relevant
management course
I have taken.

”

“

All of the activities
were relevant and
enjoyable. A great safe
learning environment.

”

“

So much to take
away from all aspects
of the programme.

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