

# world of learning

The World of Learning Awards are the training industry's most prestigious awards. Judged by an independent panel of experts, they recognise and reward organisations and people who have significantly advanced workplace productivity and performance within the field of learning and development.

We were chosen as a finalist in the category 'Bespoke Solution of the Year' with the programme we presented for a major high street retailer, 'Leadership in Action'.

## The Aim

The aim was to improve the **leadership skills of 47 members of senior management**. This was measured by the retailer's Leadership Survey undertaken six weeks before the programme and four weeks after. The aim was to improve aggregate leadership scores, increase the number of 'Excellent' performers and reduce the number of managers with 'developmental needs'.

## The Solution

Our bespoke solution created a clear framework for becoming an effective leader whilst addressing the skills gaps that were revealed in the Leadership Survey. We **devised an idea of 'grow time'** that encouraged senior managers to lead their teams, and using time management techniques showed them how to find the extra time necessary.

It was important that the training programme was linked with all other current training initiatives from the retailer's parent company. The strength of the solution was that it was **truly bespoke to the language and culture** of this highly branded retailer.

## The People

'I have gained 6 hours a week.'

Participant

'we are all continually amazed by the results.'

Head of Training and Development

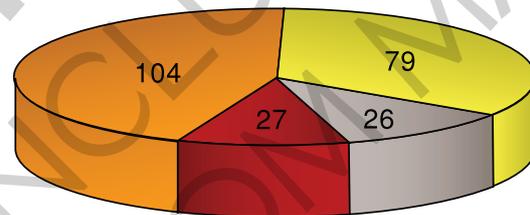
## The Results

All of the programme's aims were achieved. The most amazing result was how the positive effects continued to rise as the senior managers learnt to coach other managers. This created a cascading effect throughout all management levels, with leadership scores constantly increasing, many months after the programme had finished.

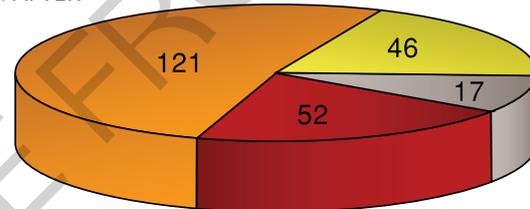
The pie charts below show the ratio of management attainment levels before and after the programme. These attainment levels were based on coaching, objective setting & achievement, personal awareness, communication styles and managing & leading performance.

### Ratio of managers' attainment levels

BEFORE



AFTER



KEY

- 1 - Star performer
- 2 - Good
- 3 - Competent
- 4 - Has developmental needs