

Armstrong

Leadership potential. Delivered.

The Objective

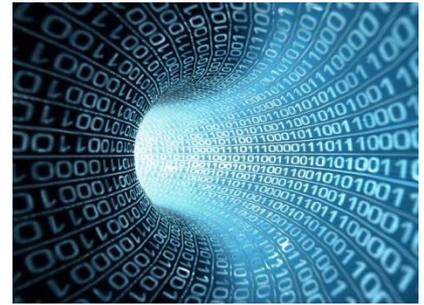
Develop high potential senior managers to think and act across the group to deliver improved customer satisfaction, loyalty and therefore increase revenue.

The Approach

Leadership profiling and 360 degree feedback + 12 days bespoke leadership training + corporate coaching + cohort project delivered over a period of 9 months.

The Business Impact

- Identified several successors to board positions and one person promoted to director.
- One third of delegates who completed the course moved roles, were promoted or moved to other divisions; all of which achieved the objective to leverage talent and experience across the group.
- Cohort projects generated revenue more than twice the cost of training (unplanned side-effect!)



Leadership Development Programme for High Potential Senior Managers at Telecoms Company

This large telecommunications provider wanted to strengthen its leadership pipeline and to develop future C-Suite executives by fostering a broader cross business unit outlook. This would better enable leaders to deliver against strategic aims by leveraging resources across the various business units.

A targeted Leadership Development Programme was created to help prepare business unit leaders to operate at a more senior, strategic level and to do so in a way that was targeted to their specific industry and operational context.

The Leadership Development Programme included purposely designed action learning projects as a vehicle for developing leadership capability and delivering business gain. The pace of delivery was designed to be challenging to test how delegates might cope with the demands at a more senior level and to construct a safe environment to help maximize their learning. Support was through a series of formal leadership skills workshops supplemented by group mentoring and one-to-one coaching to provide formal and informal learning.

A personal learning framework enabled delegates to learn about themselves as leaders, and also how they may effectively 'learn to lead' as an integral part of their day-to-day activities. In this way, personal development aligned with strategic objectives and the delivery of tangible business benefit. The framework can continue to be used as they progress their careers.

The following testimonial show that business stakeholders were very satisfied with the outcomes of the review

"At the outset Angela had to deliver some tough development feedback to our senior leaders based on the leadership profiling and 360 degree feedback. I expected morale to dip but Angela's deep experience in this area and flexible coaching style generated a real buzz about the place with everyone keen to get started on the programme – remarkable!"

Armstrong Coaching & Consulting Ltd

Telephone:

01543 439562

Email:

info@AngelaArmstrong.com

Web:

www.AngelaArmstrong.com

About Armstrong Coaching & Consulting:

Established by director Angela Armstrong in 2013, Armstrong Coaching & Consulting specialises in talent development and helps to align individuals and teams behind the business strategy. The shifting economic landscape means many clients are experiencing change, Angela & her associates help through developing core leadership capabilities of trust, resilience and change. As established practitioners Armstrong Coaching & Consulting deliver interventions that are immediately applicable in the workplace.

Specific deliverables include talent assessment and development, leadership and management development; change management and individual coaching.

Angela Armstrong is based in The Midlands and has worked with an impressive portfolio of clients. Examples include Accenture, Barclays, British Telecom, HM Revenue & Customs, Oxfam, Rolls-Royce, UK Border Agency.