

CHANGE LEADERSHIP TRAINING

CASE STUDY

THE BRIEF

The client is one of the largest general insurers in the UK and part of one of the leading integrated financial services providers worldwide. They recognised that there was a need for development of their new managers, who had been brought on-board after a large expansion drive.

The client wanted to ensure their management were set up to sponsor upcoming reorganisation changes and build the skills of their entire management team, many of whom were new to the company, along with others who had many years' experience in the industry. They wanted to develop their 'softer' skills, as the technical side of the job was taken care of by training and development inside the company. Any training carried out was to be aimed at evolving their management, coaching, delegating and overall change leadership skills.

THE SOLUTION

After analysing the overall outcomes required by Legal and General, PCC developed Three bespoke 1-day programmes that covered sponsoring, managing and leading change within the insurance industry. It was aimed at new and existing managers who had varied exposure to training and development.

THE FEEDBACK

The programme was very successful. The feedback was excellent. The client has continued to use PCC each year for different cohorts of their managers. Over 110 managers have now been involved in the development programme.

