

Issues

- § Old style 'command and control' management culture out of alignment with future vision
- § Unacceptable turnover of front-end staff
- § L&D staff were not sufficiently skilled to deliver the necessary development

Methodology and Tools

- § Top level engagement and buy-in of executive team
- § Performance and engagement diagnostics
- § Bespoke Management Development delivered at all levels throughout the Branch network
- § Capability building training for Bank L&D team of 35 people to sustain manager development

Results and Benefits

- § MORI analysis of critical scores up an average of 27% over the following 2 years
- § Reduced turnover, attributed to culture changes
- § A foundation had been established on which an ongoing blended-learning platform for all retail management training was based

