How do we develop our people managers and improve their capability on identified 7 competencies so that we see a measured improvement in their skills and overall business performance.

The Client –India back office of a Fortune 500 global provider of integrated communications solutions

Target Audience - Mid & senior level managers, business leaders.

Brief

The organisation had an internal people management drive ongoing, as part of which they wanted to develop management skills across 7 competencies. Tvameva was was engaged to administer multiple interventions to train and coach supervisory staff. An important aspect for the Client was measurement of skill change which should be scientific & quantified and not limited to written feedback or comments.

The Need
- How to develop managerial skills of a diverse group with varying experiences & expertise
- How to assess pre & post program changes
- How to strengthen skills to give feedback & empower team members
- Enable people managers to handle conflicts smoothly & effectively
- How to do impactful performance reviews

The Measure – Pre & Post assessment

What We Did:

Always – Client First
- Personal interviews and focus group
- 5 Focus groups were conducted of 20 + people, Homogeneous group of sample participants and team members across functions and roles were covered
- 20 personal interviews were conducted for sample participants, their supervisors, team members and senior leadership
- Objective was to gain insight into their people management skills, understand business perspective and also build relevant case stories for the program

The Intervention- Officers
- The program was conducted in 2 phases, Phase 1 had 140 people, and Phase 2 had 100 people
- 7 competencies were covered in 6 programs
- 5 days / month for each program
- Phase 2 had both pre and post 360 degree assessment, while Phase 1 had only post 360 degree assessment
- 4 post program projects were evaluated
- Score card per participant was generated
- **Key program elements - Agent Program**
  - Personal effectiveness
  - Engaging employees
  - Goal Setting and Motivation
  - Coaching and Feedback
  - Conflict Management
  - Performance Review

And that's not all
- Kirk Patricks level of measurement followed post program
  - Level 1 – Feedback form
  - Level 2 – Learning measurement pre and post the program
  - Level 3 – Application back at work

- Level 4 – Business results

The Game Changers
- A comprehensive assessment approach at all 4 levels through – projects, individual scorecards, customized 360 assessments & Manager view integration
- Seamless planning & coordination to ensure monthly scheduling of Training, tracking completion and monitoring post program deliverables.

The Results

- **98%** of participants showed improvement in Team member performance
- **57%** of participants successfully applied the learnings in real time
- **39%** of participants exceeded the target performance
- **20%** of participants showed overall improvement in learning from HeadStart