

## Case Study – Challenge the Status Quo

### *The Challenge:*

Leaders by Nature were asked to provide a leadership development program for a group of senior IT Program Managers and Directors, responsible for leading complex IT programs of work for clients.

The business required increased project quality, reduced project costs and strong business relationships that made a difference to clients. The team wanted to add significant value to clients and the business by developing a “can do” attitude and by being creative and resourceful in improving the business results.

### *The Brief:*

Leaders by Nature were asked to design a bespoke leadership development program to enable Program Managers to:

- Have exceptional leadership skills that create value for clients and set the company apart from their competitors
- Challenge the status quo and raise the bar
- Be key influencers in the business at all levels (including sponsors, suppliers, internal teams and client teams)
- Inspire others by their behaviours
- Maintain high levels of energy and enthusiasm that is inspirational and contagious

### *The Solution:*

Leaders by Nature designed a 6 month long program consisting of a series of 5 experiential, contextual one-day workshops, held one day a month for 5 months with leadership coaching before, during and after the workshops.

### **Program content**

- ✓ 5 x one day experiential workshops, tailor made to meet the client’s business needs
- ✓ 6 hours of coaching to support sustainable behavioural change
- ✓ Unlimited email and telephone support for each delegate
- ✓ Private online forum to share learning and experience in between workshops
- ✓ Buddy program to inspire and motivate each other
- ✓ Recommended reading and homework

### **What was included?**

- ✓ Kickoff presentation with business sponsor and all delegates
- ✓ Pre-course questionnaire to identify key objectives for each delegate
- ✓ Workshop preparation and delivery
- ✓ Quality training materials
- ✓ Leadership coaching for each delegate
- ✓ Private online forum, also available post-program
- ✓ Mid-program and end of program reviews with HR and the business sponsor
- ✓ Monthly reporting (including delegate feedback analysis)
- ✓ Course certificates

### **The Results:**

All delegates achieved outstanding results for their business area, including the following:

- Increased client satisfaction from 52% to 67% in 3 months
- Resolved client issues and prevented contractual penalty discussions
- Signed additional revenue with new clients
- Increased project scope (and associated revenue)
- Reduced project costs, through improved team efficiency and better client relationship
- Several participants increased their scope of responsibilities following the program
- Positive feedback from clients on the change in leadership

All delegates reported changes in their leadership behaviours that had a major impact on business, including:

- Significant improvement in client and team relationships
- Ability to create a more positive environment under pressure
- Increased self-confidence
- Greater flexibility and adaptability under pressure
- Better understanding of personal blockers and ability to overcome them
- Increase in creativity
- Improved morale and much more

### **What the delegates said:**

“Excellent and compelling training course that pushes the boundaries and challenges the individual to step out.”

“I have been on many courses over my long career and I can say without hesitation that this course has had the largest impact on me both personally and professionally.”

“I am privileged to be in your program, and the best BEST thing about your program is that it is not learning that can be forgotten, it is learning that sinks in the body memory. It is certainly the class where I have learned the most in 20 years.”

**For more information** visit [www.leadersbynature.com](http://www.leadersbynature.com), call 01926 651859 or email [jude@leadersbynature.com](mailto:jude@leadersbynature.com) today to discuss how we can help your business.