



Improving Business Process and operations through Leadership Development Solutions

For High Performers in a Leading IT Services Organization

BACKGROUND: Over the past few years, this leading IT services provider had been ramping up its business and employees, across geographies and cultures resulting in increased complexities. In order to successfully navigate the 'New Normal' global economic environment, the Company's management team believed that competent and successful **leadership development** was required at various levels. The client partnered with InspireOne to create a **Leadership Development solutions** for their high performing talent in order to equip them with critical leadership competencies to grow the organization further.

NEED ANALYSIS: The target audience included leaders from band – 'D', with 8 -12 years of experience from the product and services, consulting and support divisions. Through pre-work, areas of strength and development using IBM Smarter Workforce' High Performance Leadership Behaviors were identified.

SOLUTION: In the first phase, InspireOne presented our High Performance Behavior model to the top management. This was followed by the administration of a series of online assessments for the target group to analyze their leadership preferences and capabilities, both individually, and as a group. Development centers were conducted at the final stage of Phase One, wherein each individual was assessed on the 12 High Performance Behaviors and individual feedback was provided by our consultants.

In the second phase of development, the group went through a series of three workshops each focusing on the identified areas of development for the group. Further, each individual selected a critical business project in order to leverage their areas of strength.

At various stages, individual coaching sessions with InspireOne Consultants were conducted.

IMPACT

- Enabled a culture of high performance leadership which is in line with business strategy
- Leaders became aware of critical behaviors that drive individual and team performance
- Concrete business results – in terms of client acquisitions, process improvements, and new product development – were realized leading to **business productivity enhancement**
- An environment of trust was created to enable sharing of experiences and best practices within the workshops and organization

Learn More about our Leadership Solutions

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