

EMPOWERING NEW MANAGERS GLOBALLY AT COLT



ABOUT

Colt Technology Services is a global telecommunications provider based in London, United Kingdom. Operating across numerous countries, it empowers businesses with cutting-edge, customized solutions, focusing on innovation and customer success to enhance performance and deliver tangible value.

THE CHALLENGE

The transition from individual contributor to manager is often fraught with challenges. For Colt's 236 newly promoted managers, the organization identified three primary hurdles:

- ✓ **Role Understanding:** Helping managers navigate the shift in responsibilities and behaviours required for leadership roles.
- ✓ **Effective Management:** Enhancing skills to give feedback, conduct performance conversations, and manage virtual teams effectively.
- ✓ **Driving Results:** Equipping managers to set and achieve team goals, foster problem solving, and delegate effectively.

Adding to these challenges was Colt's globally dispersed workforce, necessitating a scalable, adaptable solution. The initiative aimed to provide all managers with consistent, high-quality development to build leadership excellence across the organization.

CASE STUDY



SOLUTION HIGHLIGHTS AND ACHIEVEMENTS

236 First Time Managers
trained across countries

12-week comprehensive
development journey

83% participants certified
for Stepping into Leadership program

96.5% movement
in their least applied behaviour

52% of participants
achieved "Platinum Certification,"

THE SOLUTION

The InspireOne team met with key stakeholders at Colt to understand specific needs in greater depth and designed a comprehensive 3-month development initiative. This program was tailored to drive measurable outcomes and align with the organization's strategic goals, ensuring sustainable growth.

Phase 1: Pre-Program Phase

The program began with diagnostics, including interviews, focus group discussions, and stakeholder consultations to identify critical

development themes and customized content. Supervisors participated in an orientation session to align on their role in driving the initiative, ensuring participant engagement, task completion, and regular progress reviews.

Phase 2: Implementation

This 12-week phase featured three core modules:

- ✓ *Role Understanding Post-Transition as a New Manager:* Helping managers navigate their new roles

and understand the transition required to perform effectively.

- ✓ *Becoming a Colt Manager:* Enhancing skills in giving effective feedback, having performance conversations, and managing leadership styles for virtual teams.

- ✓ *Driving Results:* Setting and achieving goals through teams, fostering problem-solving behaviours, and mastering the art of delegation.

Each of the three modules was delivered over four weeks, integrating diverse methodologies such as role-plays, case studies, and peer collaboration. Key elements of the development journey included:

- ✓ *Leadership Behaviour Assessment:* AI-based assessments evaluated four competency clusters, focusing on participants' "two least applied behaviours."
- ✓ *Six Virtual Instructor-Led Sessions:* Interactive sessions combined with

role-plays, case studies, and discussions, provided hands-on learning.

- ✓ *Gamification via Master-O:* A mobile-first, game-based platform delivered bite-sized learning, interactive assessments, and engagement.
- ✓ *On-the-Job Assignments:* Real-world projects focused on stakeholder mapping, leadership flexibility, and problem-solving, evaluated on specific criteria like action planning, behavioural detailing, and SMART objectives.

Phase 3: Post-Program Phase

The journey concluded with a post-assessment to track behavioural improvements and provide actionable insights. Participants received certificates and badges to sustain motivation and celebrate achievements.

The SIL initiative offered a well-rounded, engaging, and flexible approach, enabling new managers to enhance their leadership skills and drive results effectively.



PROGRAM IMPACT

- Participation and Completion: Out of 236 participants across 10 cohorts, 83% successfully completed the program, meeting certification criteria.
- High Engagement: 52% of participants achieved “Platinum Certification,” reflecting exceptional engagement and learning outcomes.
- Behavioural Shifts: Post-assessment data revealed that 96.5% of participants demonstrated positive movement in their least-applied behaviours.
- Organizational Impact: Key improvements were noted in leadership effectiveness metrics from Colt’s “People Matters” survey:

- **86% BELIEF THAT MANAGERS ACT CONSISTENTLY WITH THEIR WORDS (+4% FROM LAST YEAR).**
- **87% BELIEF THAT MANAGERS HELP REMOVE OBSTACLES (+4%).**
- **85% BELIEF THAT MANAGERS BUILD TEAMWORK EFFECTIVELY (+4%).**



FEEDBACK FROM PARTICIPANTS

- “ Great program. Great explanation and development. Looking forward to the next session of the program.
- “ The best program we had so far. Right balance between including the team, sharing examples and “teaching”.
- “ The content of this program is what I really want for conversation with team members. I will start using these learnings from now on.
- “ Absolutely amazing! I found out new details which can help me develop my knowledge & skills.
- “ Very nice and informative with plenty of key takeaways.

	Behaviors	No. of participants who identified these behaviors as least applied behaviors	% of participants who showed positive movement in their identified least applied behaviors	Average Pre-Assessment Score (in%)	Average Post-Assessment Score (in%)	Average Change (Pre Assessment score-Post Assessment Score) in %
Developing Cluster	Developing Talent	7	100%	0.57	16.57	16
	Establishing Trust	16	100%	0.8	13	12.2
	Fostering Collaboration	22	100%	1	4.25	3.25
Inspiring Cluster	Building Confidence	17	100%	3.6	17	13.4
	Communicating Effectively	27	97%	1.4	15	13.6
	Influencing People	53	91%	1.16	9	7.84
Thinking Cluster	Gathering Intelligence	11	100%	1.75	8	6.25
	Generating Ideas	20	100%	0.55	9.4	8.85
	Accelerating Innovation	64	75%	0.2	2.45	2.25
Achieving Cluster	Implementing Change	24	100%	0.42	12.75	12.33
	Improving Performance	26	100%	0.75	6.5	5.75
	Winning Customers	33	37%	0.44	4.44	4