

Case Study

The DX



Communication and Management Skills for 14 High Potential future Managers at The DX



Objective

In a challenging economic environment TheDX decided to invest in developing the skills of managers identified as the possible talent for the future of the business. Many of them were facing new roles following internal structural changes.

TheDX's objective key objectives were to support managers in:

- Leading people and communicating as confident Managers
- Dealing with the changing internal environment
- Handling changes in their departments and proactively planning ahead

Solution

Interviews were arranged with senior managers and stakeholders at TheDX to select the best training approach.

LearningCog Ltd proposed a modular approach to the training, to allow individuals to own their learning while maintaining a consistent delivery style and reinforcing core themes. Content was designed to deliver on the key themes and develop communication skills across this manager population. Each training event centered on live issues and examples, case studies and group discussion around specific development needs and opportunities.

Insights Discovery Profiles we used to start the programme to give the Managers an understanding of themselves and their charter types, how they impact on their teams and the business and valuable insight into the people in their teams. Other subjects on the programme were Situational Leadership, Coaching, Time Management and planning. The programme concluded with the Managers producing a presentation into what they had achieved on the programme and how this would have a positive impact on the business.

Result

Feedback following the course was excellent. Managers found the tools presented during the training to be simple to apply and effective. TheDX chose to repeat the programme for another group of 24 due to delegate demand as well as the visible improvements across the business.

Individual delegate results

Two delegates on the first programme have moved forward to successfully seek promotion in their current roles. Performance in branch has increased as a direct result of the way delegates now manage their teams, this in turn has led to better customer satisfaction and higher levels of engagement with employees of the branch.

"Highly recommended - such and enthusiastic and knowledgeable trainer! Really have learnt so much"

Saicha Homera, Team manager, Telephone Account Management, TheDX

