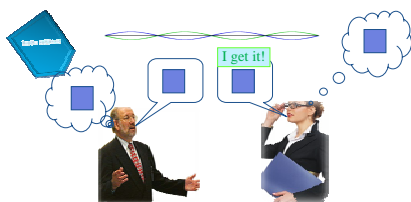


## Case Overview

Recently divested global financial services operations firm looking to teach 500 leaders around the globe a common language and skill set to improve communication and increase trust.



## SITUATION

Nine months into the spinoff from a market leading financial services firm, this 4,000 employee global organization wanted to continue their tradition of on-going leadership development. Known for quality, efficiency and customer service, their extensive leadership development practices have assisted their leaders to stay on top of their game.

Based on an assessment of the senior management team, there seemed to be a need to reduce the gap between what people intended to communicate and what they actually communicated.

The CLO wanted a high-impact program that was engaging, practical and created results

## APPROACH

We began by phone interviews of a cross section of leaders to identify the specific needs of the organization. Speaking with leaders across divisions, levels and locations, we identified issues for leaders including:

- **Taking responsibility for messages being received as sent.** Leaders would send messages and consider communication complete, without checking for understanding. This was complicated by different cultures and native languages of personnel.
- **Choosing the right media for communication.** Given their global operations, global customer base, and different time zones, finding a way to effectively and efficiently communicate was a constant challenge.
- **Overcoming Static.** The fast pace of work, conflicting priorities, and email overload was creating static that interfered with listening and communication. This was negatively impacting accuracy on projects and costing money for reruns as well as upsetting customers.



## SOLUTION

PeopleNRG responded with a tailored approach to help meet the CLO's and the leaders needs.



## RESULTS

Additionally, we discovered that in order for training to be successfully it needed to:

- Reinforce past and current programs and initiatives
- Be practical using real situations
- Create a common terminology and language for leaders
- Encourage continued collaboration
- Be fun!

As a result of the data collection, we created the **NRGize Internal Communication** program which:

- Used experiential activities to increase awareness into problems on the job
- Integrated language and concepts from previous programs
- Taught practical skills leaders can use on the job
- Used case studies developed by participants to practice skills
- Provided reminder cards of key concepts and skills to take back to the office

Based on the program success in the United States, it was rolled out in Canada, UK and India. Participants said they learned:

- How to plan for communication to get it right the first time
- Practical strategies for designing effective messages
- Assume message will be not be 100% received
- The importance of putting away distractions and focusing on your people
- When to use email vs. phone vs. meetings
- Tools to take responsibility for communication

**PeopleNRG** is a change & team consultancy that specializes in optimizing people energy through high impact tools, programs and ideas. PeopleNRG's innovative and practical services enable leaders to overcome challenges they face all too often when leading a team, division, or company into new directions.

