

## The High Tech plc Case Study

**'el:consulting training delivers a projected return of over 26 x the company's investment in just 1 year!'**

Written by the HR Director:

### The story

The company is a fast growing global technology organisation. We were ready to drive our business to the next level and needed an outstanding training provider to develop the management skills we needed to help us achieve that. We're used to working in a demanding environment so our brief wasn't going to be easy!

After exhaustive research, we hired elconsulting. They're experienced, confident and they 'got it' straight away. Our primary intention was to discover how their training would integrate into and benefit our business; we weren't directly seeking such a huge return on investment. We wanted results fast so needed a programme that added tangible value, not just a series of lightweight courses. And value is what we got by the bucket load.

### The Talent Development Programme

elconsulting's 'Talent Development Programme' caught our eye because, unlike many other training courses we'd looked at, it related directly to the needs of both the individuals and business.

We were surprised at how meticulous the schedule was. It began with every delegate being put through an intense 360 degree online review, to gather insights from their boss and peers about their individual management style. From this feedback elconsulting coaches helped our managers take control and design their own personal development plans.

Then every manager went through management programmes over a period of months to suit their level, all of which are accredited by the Institute of Leadership and Management (ILM). The qualifications added rigour but were flexible enough to tailor the programme content to suit the group's needs.

Support throughout was unwavering as each manager received personal coaching at every step, before carrying out a business improvement project which embedded what they'd learnt. We believe this was pivotal in delivering the massive return on investment we have enjoyed in such a short space of time.

### **The result**

Our company is a young plc with big aspirations in a tough, technical market. elconsulting's 'Talent Development Programme' has given our managers the skills and confidence to ramp up their communications, decision-making and objective setting. The programme was superbly balanced; there was sufficient management theory to broaden the mind but also, more significantly, an emphasis on tactics and skills to give us the breakthrough we needed. And it's still working!

### **Specifically the managers on the programme added value by:**

- ▶ Converting our business aims into measurable objectives with their teams
- ▶ Designing a balanced scorecard for the business and its various departments
- ▶ Selecting the appropriate business performance measurements
- ▶ Communicating more effectively across, up and down the organisation
- ▶ Boosting the flow of information through the business
- ▶ Making sound decisions based on astute commercial awareness
- ▶ Minimising the risk of internal conflict through constructive feedback

Through the programme we have forged a core team of managers with common understanding and vocabulary but even more importantly they have developed the confidence and ability to tackle real business problems and opportunities.

