



What was the situation? What was the complex & messy problem?

For the business to achieve its growth ambitions, the board recognised that they needed to empower the wider leadership to “step up” and take on broader responsibilities. As they acquired new businesses, they needed leaders who didn't wait to be given a brief, and who could work together to resolve problems between themselves without needing to refer them up the chain. The board understood it was their core responsibility to develop the team below them so the business could speed up its decision making and problem solving. To achieve this aim, they commissioned a bespoke, high-quality development programme that people would be proud to be selected to attend.

What we did?

Working with Paragon’s stakeholders, we developed Quantum, a tailored development programme spread across nine months. The goal for the programme was for leaders to understand themselves better, so they could improve their leadership skills and have a positive impact on their future careers. They wanted to develop leaders with the capacity to work outside their functional expertise on ambitious, broad activities, while also enhancing their ability to work with each other and delegate to resolve problems, rather than escalate them. We have run two programmes, beginning with a pilot in 2019 and, given its success, a second programme in 2020.

What was the result?

Delegates report an increase in confidence and that they feel more engaged, with increased self-awareness and the tools and relationships to get more done. A skills tracker measured before and after the programme has showed increases in all 12 skills tracked. In terms of business results, people reported that Quantum enabled them to generate additional revenue and secure cross-sell opportunities, while also helping with integration due to the strength of community created. We have also seen multiple promotions following attendance on the programme.