



Introduction

A large blue chip entertainment organisation approached us to for guidance on how to improve the impact of a number of their leadership training programmes.

They were keen to evidence business impact and efficiently evaluate the subsequent return on expectation and return on investment results.

Over the years they had invested heavily in staff development and whilst they had always been pleased with the training providers, they had struggled to prove business impact or track personal improvements that had led to increased business performance.

A number of leadership training programmes were chosen involving 41 managers, attending 44 different training sessions over a period of 12 months. Pre and post 360 questionnaires were completed and all participants were expected to use our ROI software to set and complete goals through out the training process.

82 goals were set with 55 being completed. 15 of these led to a revenue saving or increase, amounting to £104,000.

ODISSY CASE STUDY

LEADING FOR SUCCESS Objectives

Organisation:

- > Employees to generate a return on investment that exceeds the programme fees
- > Staff turnover to reduce by 5%
- > Staff satisfaction scores to increase by 7%
- > Increase customer rating by 3%
- > Deliver better audit scores than 2012 ratings
- > To generate a monetary return that exceeds the programme investment
- > To develop a mindset of using on line tools for goal setting and on line coaching discussions

Individuals:

- > All to graduate
- > 100% Odissy task compliance
- > Pre and post 360° questionnaire improvements
- > Generate business improvements from innovative ideas
- > High satisfaction levels from the training programme

odissy
revolutionising organisational development

GOLD.....

Growing Organisations through Learning and Development

Process:

- > 41 managers were enrolled on a number of external and internal leadership programmes
- > Software training and ROI presentations were provided to all managers
- > 44 training events were attended over a twelve month period
- > The events ranged from formal class room sessions to one to one coaching sessions
- > Line managers were encouraged to discuss questionnaire results and goal development
- > Managers completed a number of pre and post questionnaires designed to assess current skill levels and hopes and concerns from the training programmes
- > Tutors were able to monitor goal progress on line and prompt managers to maintain momentum
- > A Return on Investment and evaluation report was produced and shared with executives and course participants

Results:

Reaction:

Attendance levels were very high with 95% stating that the training was positive and relevant to their work

Learning and Behavioural Change:

- > 20 questions were set and 14 of the 20 showed improved scores after the training
- > Significant improvements were:
 - > Coaches for improved performance
 - > Confronts poor performance
 - > Effectively influences team and colleagues

Business Impact:

- > £104,000 saved or generated to the bottom line
- > Improved staff turnover and staff satisfaction results
- > 55 business improvements implemented including:
 - > Up skilling team leaders
 - > Better team meetings
 - > More innovative teams
 - > Better time management
 - > Increased delegation
 - > Improved inter departmental working relationships