The People Side of Agile Transformation



Client need

Facing a rapidly changing and highly competitive environment, a leading American financial services corporation knew that they needed to shift to become more agile and customercentric to continue to succeed, shifting leadership behaviors from command and control to a more service-oriented "servant leadership" mindset.



The solution

The organization partnered with BTS to:

- **Build organizational agility**, helping leaders lead and operate in "two worlds" as the company transformed from the old way to the new agile way while also being remote from each other
- **Create a "Leader Playbook**," which people at the company could use as a virtual tool whenever needed, pinpointing the behaviors, mindset, and critical leader actions that would set "great" leaders apart from "not-so-great" leaders in bringing this agility to life
- **Design a customized, virtually-delivered business simulation** to help bridge the gap between where the organization is now and the future agile state
- **Empower leaders** to develop a 'multiplier mindset,' which maximizes people's potential and enables them to become more customer-obsessed.



Results

- **99%** of participants who underwent the program reported that they "Understand how to be a Talent Multiplier."
- **90%** of participants reported that they would make a change when asked: "Are you likely to change something about your behavior based on this experience?"
- As a learning and development program, it achieved the highest score of any program run for the organization, with participant satisfaction atunprecedented levels.

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