

Case Study

Talent and capability development pathway for early career and senior leaders in financial services

Organisation

Financial services group, Australian operations

(banking, advisory, accounting)

Participants

Two cohorts: 35+ early career graduates and accountants, plus 12 Senior and Managing Partners

The opportunity

The business had a two-level challenge.

Graduates were arriving with strong credentials but needed the interpersonal skills that usually take years of on-the-job experience to develop. Imposter syndrome was a recurring theme.

At the senior level, high performers stepping into partnership and people management roles wanted practical frameworks for presenting with credibility and having productive stakeholder conversations.

The organisation saw an opportunity to invest at both levels simultaneously.

The approach

Two interconnected programs designed to build capability at different career stages.

The early careers program covered goal-setting, relationship building, communication, and presentation confidence, with imposter syndrome addressed as a dedicated module.

The senior program paired behavioural assessments with coaching on presenting with impact, people management, and communicating with different audiences.

Both programs ran in a blended format with monthly 1:1 coaching, quarterly reinforcement sessions, and impact plans connecting the learning back to day-to-day decisions.

“Many helpful comments and training that felt very personalised to our needs and our firm's requirements. Active participation helped with the exercises and feeling engaged with the content.”

Relevant Feedback

92%

Content useful for role (early careers)

96%

Facilitator engagement and expertise

4.6/4.5 (exceeded benchmark)

Confidence in positive change
from applying skills

Key outcomes

38%

Time-to-productivity reduction
(early careers)

42%

Graduate retention improvement
(24 months)

\$4.70 per \$1 invested

Revenue per trained employee