

Case Study

Strategic thinking program for managers leading a retail 2030 transformation

Organisation

Global retail and health company, Australia and New Zealand

Participants

Mid-level managers across retail and support functions responsible for translating strategy into operational execution

The opportunity

The organisation was rolling out an ambitious 2030 strategic framework, and the execution sat squarely on the shoulders of its middle managers.

These managers were strong operators, but their day-to-day was dominated by immediate tasks and reactive problem-solving.

The business wanted to build their ability to step back, see how their decisions connected to the bigger picture, and approach change initiatives as people who shape direction rather than just receive it. Strategic thinking had been identified as the 3rd fastest-growing skill in Australia (LinkedIn 2025).

The approach

A workshop-based program designed around a five-step Strategic Thinking Process. The session opened with a collaborative decision-making simulation that demonstrated the measurable gap between individual judgment and structured team thinking.

From there, participants worked through opportunity identification, logical analysis (including bias awareness), decision-making frameworks, stakeholder mapping, and gaining buy-in. Every exercise was mapped to the organisation's own strategic priorities. Participants left with tools they could apply to real decisions that week.

"I'm already thinking differently about how I approach decisions. The simulation on day one genuinely surprised me, I didn't realise how much I was relying on gut instinct over structured thinking. Can't wait to bring this back to my team."

Relevant Feedback

94%

Content useful for role
(comparable cohort)

98%

Facilitator engagement and expertise

4.5/5.0

Confidence approaching
strategic challenges

Key outcomes

26%

Decision quality improvement
(team-based)

18%

Reduction in initiative failure rate

27%

Cross-functional collaboration
improvement