

Overview

The client is the Quantitative Research Department of a Commercial Bank with 500+ employees worldwide.

Problem identification

The top and mid-level managers in the Quantitative Research Department expressed the need for training based on their previous and current experience. They believe that the bank's expectations for future managers are not clear and well-articulated. Bank management concluded that leadership development is crucial and decided to offer training to improve those skills. The human resources (HR) department will be responsible for the training. The company is in a new phase of development, in which change is promoted at different levels; leadership development is one of them. There are defined performance problems and needs: the expectations for future leaders are not clear, and there is insufficient support at the individual and organizational levels. The focus is on the opportunity for potential leaders to expand and fulfill the requirements as leaders.

Instruction

The learners will understand characteristics of leadership: motivation, emotional intelligence, communication, leadership style, coaching, mentoring, and assessment. The training is intended to set up a (reverse) mentoring process that will cover all of those leadership traits and help participants chart a path to success.

Learner Characteristics

The target audience is the employees of the Quantitative Research Unit. The first cohort will include potential future top and middle-level leaders worldwide (selection based on feedback provided by management).

General group characteristics include:

- a. gender: 75% male, 25% female
 - b. education: 60% PhD, 40% MA
 - c. age: 15% 20-30 yrs., 55% 31-40 yrs., 15% 41-50 yrs., and 15% 51-70 yrs.
1. Specific entry qualifications include computer skills mastery at 100%.
 2. Learning styles mean how individuals approach learning tasks and process information. Adult learners prefer visuals and audio and learning in smaller segments.
 3. Personal and social characteristics of adult learners include more precise expectations of leaders, internal motivation.
 4. The group is culturally diverse, including learners from all over the world.

Delivery

Commercial Bank is a global company with offices worldwide. In response to that geographic spread, a one-day virtual instructor-led workshop will be designed and delivered.

