



## ***Applying the collective expertise of **Spring Board\*** to deliver a Leadership Development Course for a large international corporation.***

### **Background**

The CSC Alliance provides IT support and technical development for the UK government across secure sites nationally with over 350 employees and a turnover of more than £300M. The account has a corporate US based parent.

### **Challenge **Spring Board\*****

Our mission was to provide the account with a bespoke Leadership Development programme which would provide them with next generation of senior leaders. This was essential to allow them to promote from within and not have to incur the costs of recruitment which are particularly high due to the need for security clearance to work on the account. Each person brought into the company who was not cleared would cost on average £53,000. The initial brief was for 20 managers to participate in a 10-month programme and an expectation that the cost of the programme would be recouped in the savings by being able to promote the cohort into more senior roles. This proved to be true and easily achieved – around 50% of the cohort were promoted early while still attending the course

### **Team **Spring Board\*****

The issues required the expertise of:

Steve Lobley *Spring* – Leadership and Director Development; Organisation Culture Development; Management of Change; Emotional Intelligence Analysis; Mentoring

Corine Hines *Converse Coaching* – Myers Briggs Analysis; Coaching

Geraldine McCullagh *Coaching & Facilitation* – Presence and Confidence in Presentations

Alan Kitto *Pulse Hr* – Performance Management Process and Techniques

### **Our work together**

**Steve** developed and delivered a complete programme of monthly workshops on Leadership Development including Leadership 101; Change Management; High Performing Teams; Time Management; Personal Leadership Development; Presentation Skills; Change Management; The Process of Delegation and more. He also designed the mentoring workshops to support the Ops board in mentoring the cohort members, as well as delivering the Emotional Intelligence and other psychometric analyses of the delegates.

**Corine** delivered a programme of monthly Leadership Coaching to the delegates to support them in their challenges as they developed as leaders, apply the learning from the workshops and helping them successfully transition into their new roles. As part of the programme she also used Myers Briggs profiling which enabled them to understand how their personality preferences impact on the way they operate individually and within teams.

**Geraldine** provided specific support for the workshop on Presentation Skills to help them develop their personal presence and gravitas as well as their communication skills utilising her experience at the BBC.

**Alan** provided content and helped deliver the Performance Management workshop bringing his long experience in HR with practical examples of leadership and performance.

## Feedback

### **Meredith Patton, Consultant at CSC**

*'Steve has recently delivered a comprehensive leadership development course to my account, which recently won a large contract and needs to rapidly develop its 'next gen' of technical and business leaders. As part of this course, I also received professional coaching from Steve over the course of about 9-10 months.*

*Steve's teams' delivery record is impeccable, with all course modules delivered to schedule with relevant, effective and interesting content presented by Steve and his colleagues. The course has been effective, with several of its candidates subsequently able to assume increased responsibility on the account and perform well. There have also been some remarkable personal transformations over the duration of the course, with people overcoming, in some case, quite marked limitations to excel in areas where they have previously not: especially in areas like staff engagement and communications. I would rate the return on our investment in this course as reasonably high and if we successfully implement lessons learned, I expect the return on the next course we run to be higher. Steve has been pivotal to its success, most particularly in being demanding of the current management team as active participants in the development of their staff. In doing so, I believe he has helped to improve the overall business culture of the account.*

*As an individual coach, Steve has been very valuable to me in addressing my professional development needs and encouraging me to broaden my thinking about key management challenges.*

*I would recommend this type of investment to any business needing to get the most out of its people and I would unhesitatingly recommend Spring and Steve in delivering this type of course'.*

### **Ian Williams, Service Delivery Manager, CSC (Leadership Development Programme 2015-16)**

*'This is a remarkable programme and I feel proud to have been part of it. Any doubts I might have had about "yet another management course" were dispelled within an hour of the start of the first session. The quality of the teaching, the materials and the planning was all very high. More importantly, the effect it has had on me as an individual is very positive. I now feel empowered to lead – it's as simple as that.*

*I also know that leadership is difficult and the creation of the "cohort" is the final triumph of the course, providing a powerful support structure for all the candidates. Thank you'.*

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\* The Spring Board is a small collaborative group of coaches, mentors and trainers who work together for the benefit of their clients. We meet regularly, exchange ideas and help each other with problems, find new resources and contacts for each other – all aimed at ensuring that our individual clients get the very best service possible when they work with us. For more information: <http://www.springbusinessmanagement.co.uk/spring-board/>