



**Folks
Talent**

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Achieving Business Excellence

We believe every manager in every organisation has the potential to accomplish so much more; improving performance, engaging their teams and having a positive influence on the culture of their organisation. We develop managers so that they enable their people to be the best they can be.



The challenge

Following the scoping of internal stakeholder feedback Enstar wanted to rollout a 'Business Excellence Leadership Programme' to develop and enhance the leadership and management capabilities of Heads of Functions/Senior Managers, with the aim of enhancing management capability, team performance and functional delivery.

There were 3 clear "development domains":

1. Management capability
2. Team performance and
3. Functional delivery

Nominated participants, from a variety of business areas, located in the UK, US and Bermuda would come from 3 key groups:

- newly promoted managers who have not received any formal management training
- named potential successors with development plans
- priority managers where formal management training would support operational performance

Founded in 1993, Enstar was created through acquisitions and is now a leading global insurance group.

With expertise in claims management, risk analysis and high-quality strategic investment, Enstar has assets of over \$23bn.

Achieving Business Excellence

The solution

A super powerful programme which developed Leaders who were:

- clear on what it means to be a Leader at Enstar and aware how they best contribute
- able, willing and confident to be fully accountable and visible as a manager and leader at Enstar
- capable of making a positive difference in critical relationships through their personal impact
- able to leverage the best performance from others, tapping into motivation and talent through coaching
- agile, confident and effective at leading in a high pace environment with high activity rates and high levels of change
- open to continuous improvement and learning to deliver operational excellence and commercial results



The design

The 'Business Excellence Leadership Programme' was delivered to 30 international delegates across 2 cohorts.

With participants located in the UK, US & Bermuda we created a digital learning offer of 14 X 2-hour learning modules, facilitated by a faculty of experts and spanning topics such as Resilient Leadership, Powerful Business Relationships, Unlocking Performance and Leadership Vision.

The architecture was very thorough and flowed nicely, building momentum from initial modules on "me", building to "others" and then "the business".

Participants worked with a professional Coach to identify strengths and development areas, with a facilitated group Coaching session at the mid-way point to test application of learning and drive accountability for changing leadership behaviours.

How we added impact

Participants created 'support & challenge' pairings, holding one another to account for the development commitments they've made, but also offering a sounding board for new ideas.

The programme closed with a presentation to the Executive Committee, where participants shared their learning experience and most importantly the impact it has on them, their team and their ability to further contribute to the business.

The role of the participants direct line managers was vital. We provided a 'Manager as Coach' module to enable them to better support their direct reports and ensure new capabilities were applied - and celebrated.

Could Folks Talent tailored learning help your business?

Contact us to request a free chemistry session. Let's start a conversation.

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