



KEEPING FOCUS ON TALENT DEVELOPMENT

High-end retail chain

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NEED

To deepen their commitment to their philosophy and customer-focused business strategy, our client's high-potential managers are brought together for a week of immersion in the firm's management style. The organization wanted a portion of that time devoted to leadership development in keeping with corporate values and to indicate the company's commitment to the managers' growth.

OUR SOLUTION

Psychological Associates® developed a custom version of our LEADERSHIP THROUGH PEOPLE SKILLS® workshop that could be integrated into the company's management program. Each manager is assessed by Psychological Associates before the program begins, and receives a written feedback report indicating strengths and barriers. A group discussion is conducted by one of our senior psychologists about interpreting the report in terms of individual development. As the week progresses, each participant meets individually with a Ph.D.-level psychologist to discuss the report, understand its implications, and develop a strategy/action plan for future performance on the job.

RESULTS

Participants gain valuable insights that they can apply on the job right away. These managers also appreciate the "high touch" approach by their employer to their career development: 22 percent have been promoted to higher management positions at this company, and the retention rate has been over 96 percent among participants since the program's inception. It is instilling the company's unique retail strategy and cultivating a strong talent pipeline of future leaders from within the organization.

