

... CASE STUDY

Mastering Management Essentials at Thermo Fisher Scientific

Challenge

To remain a leader in a highly competitive market, Thermo Fisher wanted to ensure they were maximizing the contributions of their workforce, and in particular, their topline managers responsible for leading teams across their global organization. Many of these managers were promoted from within the organization and were challenged by moving from an individual contributor role to a leadership role. The organization knew they would soon be rolling out new management competency criteria, so they wanted to support their leaders with the skills and tools they needed to reach the organization's standards and maximize manager capabilities.

Solution

Thermo Fisher's approach to their new leadership development program was unique in four ways: It was completely digital; designed with human elements such as discussion boards, gamification, and interactive case studies built in; large in scope; and focused on changing behaviors and actions.

To ensure learners reached their goals, the organization established three main design principles to guide their design and delivery: learner-focused technology, human connection, and ruthless relevancy.

Business Impact

One of Thermo Fisher's goals with this program was to cut costs from a previous program they had created with another vendor, and we achieved this goal. Not only that, but the program produced great results. Having performed both a pre-assessment and a post-assessment, the team found that manager confidence in deploying essential leadership skills has shown increases across all major areas.



Adoring the content and the delivery! What a **fun** and **engaging** (videos, quizzes, opportunities to post comments); **practical** (self-pacing); and I think what will be **impactful** approach. Really – I will be very proud to offer this to leaders of people at all levels.



RESULTS

GP Strategies' solution **reduced** Thermo Fisher's **cost by 50%**

Participant feedback results increased across the board.

"I am confident that I can **give constructive feedback** to individuals on my team" **increased by 21%**

"My direct reports **trust me as a leader**" **increased by 19%**

